



It's no secret that companies are turning to on-demand software solutions for everything from CRM to ERP systems. And for good reason. The ability to pay-as-you-go for solutions that used to require large capital investment makes good economic sense. When you consider that most companies are not in the business of running a particular application, but rather running their own business, the advantages of the Software as a Service (SaaS) model are clear. The challenge for many service providers today is to ensure they can offer the right mix of solutions to meet the needs of their client base. The Service Provider Edition of iService can fill that need.

Designed From Years of SaaS Experience

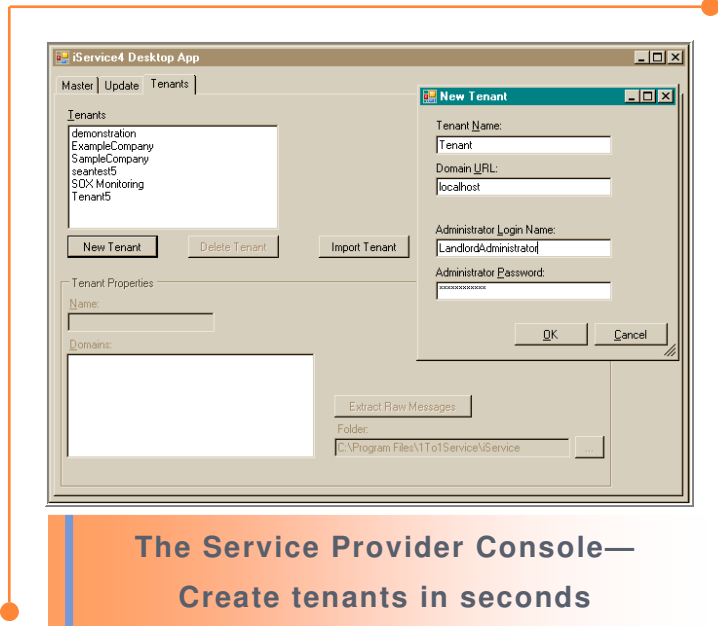
... A veteran within the SaaS market

One-to-One Service.com has been providing software as a service for nearly 10 years. As one of the first "service bureaus" for the Mustang Message center email response management product in the 1990s, and the provider of a hosted IP contact center application, we've been in the business of providing on-demand customer interaction solutions for our clients for many years.

The iService CRM solution design incorporates this experience, and provides all of the features you would expect in a mature enterprise class software product. It is a true multi-tenant application that allows you to quickly add hosted tenants with minimal effort.

Benefits for Service Providers

- ◆ **True Multi-tenant system** allows you to operate a single installation of iService, but offer service to multiple clients.
- ◆ Master system **upgrades all tenants from a single console**, significantly reducing ongoing maintenance.
- ◆ Create new **on-demand systems in seconds**.
- ◆ **Source code for the user interface is provided** at no cost so you can develop proprietary applications.



The Service Provider Console— Create tenants in seconds

It is built using a service oriented architecture (SOA) that isolates all of the business logic within open web services to facilitate integration and extensibility. The single installation, multiple customer site concept significantly reduces ongoing maintenance efforts for service providers that need to operate a customer interaction solution for hundreds of clients.

And iService is highly scalable. It is built on a SQL Server database and supports a distributed architecture that allows you to scale both up and out as your needs grow.

Contact One-to-One Service.com today so you can begin helping your clients and generating new revenue .