



"vtiger brings you affordable enterprise-class software by integrating best-of-breed open source technologies, offering it with our world-class support"

vtiger CRM is a web-based Open Source CRM software built over LAMP/WAMP architecture and other open source projects mainly for small and medium businesses.

vtiger CRM leverages the benefits of Open Source software, such as Apache, MySQL, PHP, SugarCRM, ADOdb, and others and adds more value to the end users by providing many enterprise features, such as Sales Force Automation, Help Desk, Products, Vendors, Price Books, Sales Quotes, Orders, Invoices, Reports & Dashboards, Security Management, RSS, Product Customization and others.

The main advantages of using the vtiger CRM software are, first, the installation is as simple as installing any end-user software, such as Word processors, Spreadsheets, or games. You need not concern too much about setting up database, Web server, and other software.

Secondly, vtiger CRM provides essential business productivity enhancement utilities for Microsoft® Outlook®, Mozilla/Thunderbird Email client, Microsoft® Word®, Customer Self Service Portal, and Web Forms as an open source projects. These add-ons enhance the user experience with vtiger CRM.

Finally, vtiger CRM development/support experts are committed in providing an excellent technical support to premium users through user forums, training materials, special feature packs, and periodic bug fixes. All users can access vtiger forums and SourceForge forums to obtain valuable product updates from vtiger CRM team and open source community..

Key Benefits

- Very easy to use
- Hassle free product installation
- Open Source add-ons for Microsoft® Outlook®, Mozilla/Thunderbird, and Microsoft® Word®
- Software is free and there is no up-front investment
- Rich user-experience with product customization
- Excellent customer support backed by committed vtiger team

Key Modules

Sales force Automation

- Manage leads, accounts, contacts, and opportunities
- Import data from external sources, such as Web downloads, tradeshows, seminars, and direct mail
- Export data to spreadsheet software, such as Microsoft® Excel®, OpenOffice®, and others to analyze the sales pipeline and quickly identify the bottlenecks if any
- Associate customer records with other records in the system for a better 360 degrees view of the customer record
- Attach customer-specific documents to the customer details for a quick reference in future

Help Desk

- Manage trouble tickets end-to-end
- Notify status of the trouble tickets to the customer
- Track complete history of the trouble tickets
- Create frequently asked questions
- Statistics of the trouble tickets for a better ticket management

Inventory Management

- Manage organization-wide product life cycle end-to-end
- Create different price books for products based on customer segments
- Procure products from the selected list of vendors
- Complete the sales management cycle with an integrated Quotations, Order processing, and Invoicing system

E-mail Integration

- Fetch inbound E-mails and associate to the existing contacts
- Manage mailing lists and execute HTML based mass E-mail campaigns
- Send mass E-mails to the contacts and other users

Reports & Dashboards

- Sales pipeline analysis by sales stage
- Monthly Sales pipeline analysis
- Sales opportunities by lead source
- Drill-down the dashboards by time and opportunity stage

The screenshot displays the vtiger CRM dashboard with several key sections:

- Open Activities:** A table showing upcoming and pending activities, including details like 'Close Subject', 'Contact', 'Account', 'Balance To', 'Date', and 'Routing Type'.
- Calendar:** A calendar view for July 2005, showing dates from 26 to 31.
- My Top Open Potentials:** A table listing potential leads with columns for 'Potential', 'Account Name', 'Amount', and 'Expected Close'.
- My Group Allocation:** A table showing group assignments with columns for 'Entry Name' and 'Type'.
- My Tickets:** A table listing tickets with columns for 'Ticket ID', 'Subject', 'Related To', 'Status', 'Created Date', and 'Assigned To'.
- Key Metrics:** A summary table showing metrics like 'Prospect Accounts', 'Open Tickets', 'Hot Leads', 'Potentially Won', and 'Open Quotes' with their respective counts.
- My Pipeline:** A funnel chart showing the sales pipeline with stages like 'Prospecting', 'Qualification', 'Needs Analysis', 'Value Proposition', 'Id. Decision Makers', 'Negotiation Analysis', 'Proposal/Price Quote', 'Negotiation/Review', 'Closed Won', and 'Closed Lost'.

Labels with arrows point to 'Open Activities', 'Calendar', and 'Dashboard'.

Security Management

- Manage user profiles and field-level access to the users
- Create team roles as per your organization structure
- Control the access to modules according to the user's roles
- Archive the login history of each user for better auditing

Product Customization

- Add custom fields in all the modules, such as text, number, currency, pick lists, and others as per your business requirements
- Customize tabs using drag & drop so that modules that are not relevant to sales process can be hidden
- Change the look and feel of the user interface

vtiger Outlook Plug-in

- Add outbound and forward inbound E-mail messages to vtiger CRM
- Synchronize contacts between Microsoft® Outlook® and vtiger CRM
- Synchronize tasks and events between Microsoft® Outlook® and vtiger CRM
- Resolve conflicts while synchronizing contacts, tasks, and events between Microsoft® Outlook® and vtiger CRM
- Filter e-mails in Microsoft® Outlook® and add only necessary e-mails to vtiger CRM

vtiger Office Plug-in

- Create mail merge template based on customer database fields in vtiger CRM
- Create mail merge documents from vtiger CRM based on leads, accounts, and contacts-related data

vtiger Thunderbird Extension

- Add outbound and forward inbound E-mail messages to vtiger CRM
- Import contacts from vtiger CRM to Thunderbird / Mozilla Email client
- Export addresses from Thunderbird/Mozilla Email client to vtiger CRM

System Requirements

vtiger CRM

Hardware	x486 with 256 MB RAM or higher with a minimum of 100 MB disk space
Operating System	Windows NT/2000/XP, RedHat 7.2/8.0/9.0, Debian 3.0, SuSe 9.0, Mandrake 10.0, or Fedora 3.0 Core Linux
Software	IE 5.5/6.0, Netscape 7.0 and above, Mozilla 1.4 and above, or Opera 7.21 and above

vtiger Outlook Plug-in

Hardware	x486 with 256 MB RAM or higher with a minimum of 10 MB disk space
Operating System	Windows 2000/XP/2003
Software	Microsoft Outlook 2000 and above and Microsoft Internet Explorer 5.5 and above

vtiger Office Plug-in

Hardware	x486 with 256 MB RAM or higher with a minimum of 10 MB disk space
Operating System	Windows 2000/XP/2003
Software	Microsoft Word 2000/2003 and Microsoft Internet Explorer 5.5 and above

vtiger Thunderbird Extension

Hardware	x486 with 256 MB RAM or higher with a minimum of 10 MB disk space
Operating System	Unix/Linux or Windows 2000 and above
Software	Thunderbird or Mozilla 1.6 E-mail client and above

vtiger Customer Portal

Hardware	x486 with 256 MB RAM or higher with a minimum of 100 MB disk space
Operating System	Windows NT/2000/XP, RedHat 7.2/8.0/9.0, Debian 3.0, SuSe 9.0, Mandrake 10.0, or Fedora 3.0 Core Linux
Software	Software: Apache, PHP



vtiger has the mission to bring affordable, enterprise IT solutions in CRM, Groupware and other areas. vtiger has been established with a vision to offer best-of-breed open source solutions that are integrated, validated, and certified with additional functional features augmented by our own contributions. We certify the distribution, and provide world-class support. vtiger products may be downloaded and used free of charge, with support and subscription services providing our revenue.

vtiger is a Private Limited corporation registered under Indian law. vtiger is also in the process of establishing a subsidiary in the US.

vtiger is an early stage venture funded by AdventNet, a leading Network Management Software provider, and other private angel investors.

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