

 Live Webinar:

Avectra Social CRM for Nonprofits

Webinar Start Time: 1:00 pm CT (2:00 pm ET)

Webinar Audio:

*You can dial the telephone numbers located on your webinar panel.
Or listen in using your microphone and/or computer speakers.*

Technical Difficulties

Call: (805) 617-7000 (Option 1)



We will begin shortly.

Today's Presenter



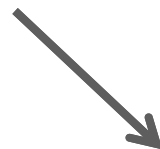
Jeannie Huckstep, CPA, CITP
Net@Work
Nonprofit Solutions Practice Director



Richard Comstock
Avectra, an Abila Company
Director

Webinar Details

- Presentation is roughly 1 hour
- All phone lines are muted
- If anyone has any questions during this webcast – please type them in your question box located at the bottom of your webinar panel



Questions

[Enter a question for staff]

Send

Net@Work Solutions - Overview



Nonprofit
Solutions



ERP/Accounting
System
Implementations



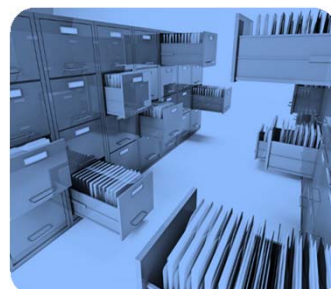
CRM System
Implementations



HRMS/Employer
System
Implementations



Web / Mobile
Development
& eCommerce



Document
Management
/SharePoint



Business Intelligence,
Analytics & Reporting



IT Infrastructure,
Cloud & Managed
Services

Avectra Social CRM

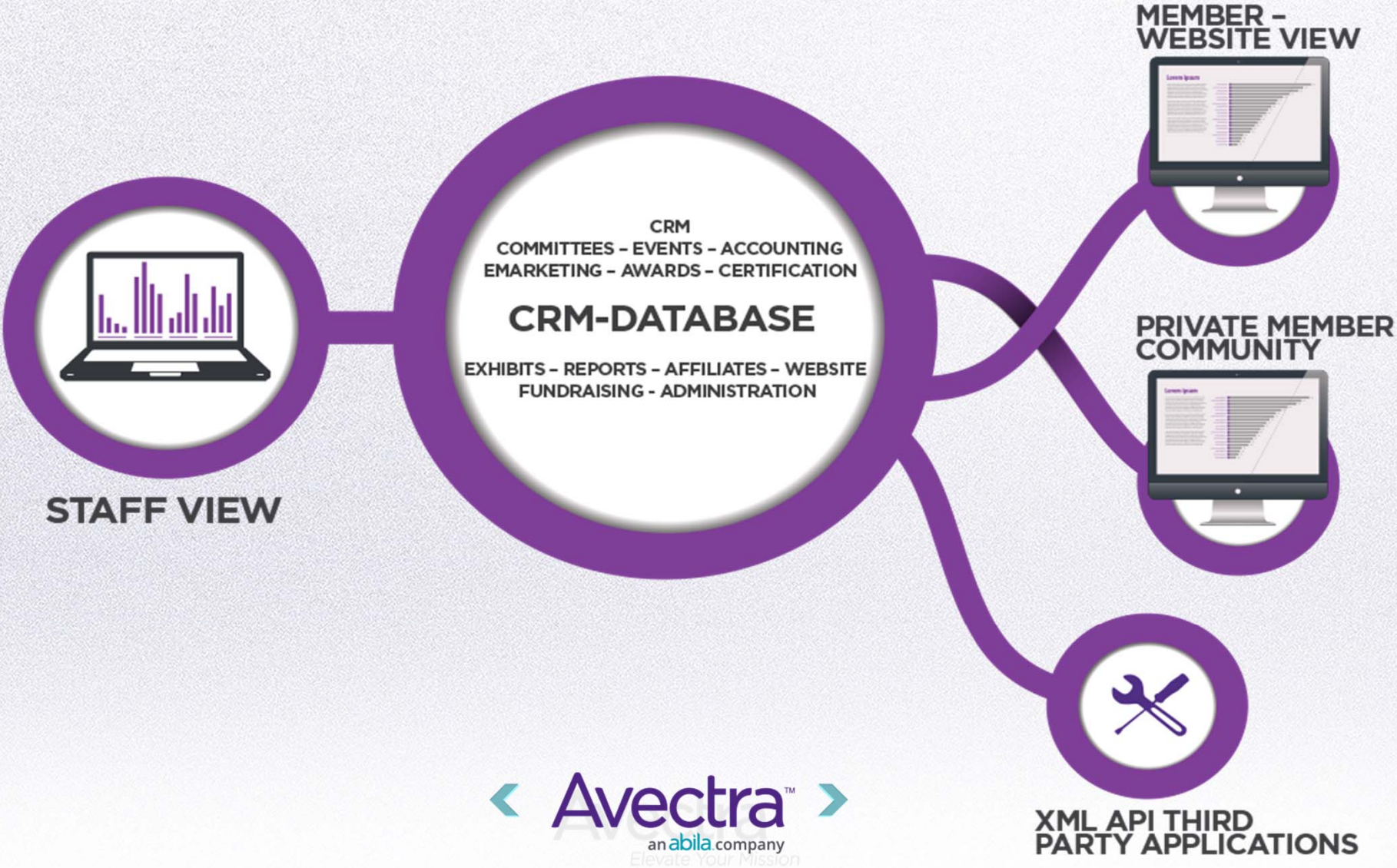
netFORUM Pro Edition



Richard
Comstock

- What is Social CRM?
- Value for the customer
- Demo objectives
- Guided tour
- Questions

Social CRM *Overview*



SpecificPoints

- 100% web based application
- Highly configurable
- Includes an API
- Multi-tenant environment using 128 bit SSL encryption
- Fully hosted by Avectra, an Abila Company
- SQL Server 2012 64 bit, .NET 3.5.1

CustomerValue

- Combined Experience
- It's "the Cloud"
- Current Technology
- Always Available
- Built-in Web Pages
- On-Line Customer Directories



DemoObjectives

Objective: eliminate customer challenges.

- Process Automation
- Unify Data
- Improve Constituent Experience
- Robust Reporting Utilities
- General Overview

Avectra™ | SOCIAL CRM™

MEMBERSHIP

COMMUNITY

SOCIAL MEDIA MONITORING

MEMBER ENGAGEMENT SCORING

Thank You For Attending!

For additional information, please contact your Net@Work Account Manager or:

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Q & A

*Type your Question/Comment
in the “Question” box*

A screenshot of a software interface window titled "Questions". The window has a light blue header and a white body. On the left side, there is a vertical toolbar with three icons: a right-pointing arrow, a blue square, and a green hand. The main area of the window is a large text input field. At the bottom of the input field, there is a placeholder text "[Enter a question for staff]". To the right of the input field is a vertical scrollbar. At the bottom right corner of the window, there is a "Send" button.