

NEW MONTHLY NEWSLETTERS!

SEPTEMBER 1, 2004

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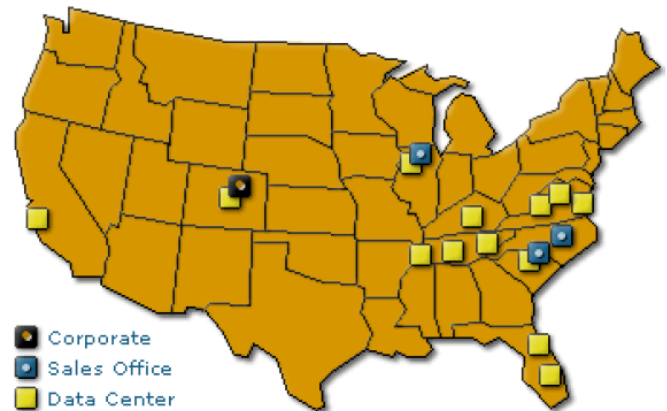
SPECIAL POINTS OF INTEREST:

- **Special Billing Discounts!**
- **Range of Products and Services**
- **Industries Supported**
- **Company Info**
- **Soon to come...
Monthly Tips & Hints!**

IMPROVED CUSTOMER FOCUS

We are excited to announce our renewed commitment reinforcing ViaSync's customer-centric philosophy, which focuses on you, our customer! As always through the years, our sales people and technicians have been dedicated to solving your problems quickly, effectively, and at a reasonable cost.

Because of *your* loyalty and support, *our* business has prospered and grown to what it is today. Now, we wish to reciprocate that loyalty by providing the *best* service ever! We know that our success is a direct result of your success; so with a renewed vigor, we will focus on doing *everything* we can to make sure your business is a success. There is nothing we won't consider doing for you to make your business run more smoothly and productively, and to make you, your employees, and your customers happy.



During the next few months, we will begin initiating the various steps in our new customer-oriented campaign. Here are some of the things you will begin to notice as the campaign progresses:

- Our new monthly newsletters
- New discounts and a change in our billing practices
- A more open, flexible, and concerned working relationship reflecting our customer-centric philosophy

NEW MONTHLY NEWSLETTERS

Starting this month, ViaSync customers will begin receiving helpful and informative monthly newsletters. The new newsletters will contain valuable information about our company, our products, and our services.

We will also present articles containing case studies and customer success stories. But

even more exciting will be the new articles that will keep you abreast of current trends and happenings, and will provide you with helpful troubleshooting tips and hints to aid you in a more efficient and effective use of products supported by ViaSync. We will also welcome article suggestions for future publications.

NEW BILLING PRACTICES

Weekly Invoices

Some of you may already have noticed our change from monthly statements to weekly invoices. This change in our billing practices is being conducted for several reasons.

- **Smaller Increments**
The weekly invoices will allow invoicing in smaller amounts, so that you will not be hit by one large invoice

amount that is due all at once.

- **Issues Tracking**
Weekly invoicing allows us to be proactive in servicing your account by letting us pinpoint recurring issues and address them more quickly.
- **Special Discounts**
Weekly invoicing also lets us offer our new early-pay discount.

Early-Pay Discounts

With our new customer-focused philosophy, we are keeping your costs in mind and now offer a new, early-pay discount.

Any full payments received before the first of the month that follows the invoice date will receive a 15% discount. The discount amount will be applied to your next invoice. This new discount should prove beneficial to all.



SERVICES

ViaSync provides a broad spectrum of services from consultation through integration:

System Implementation

- Client/Server and Peer Networking Installation
- LAN/WAN Design (Frame Relay, ISDN, ATM)
- Network Expansion (Exchange, Proxy, SQL, DID Fax Servers)

Communication

- Firewall Security
- High Speed Internet Access (DSL, ISDN, T-1)
- Office-to-Office Connectivity
- Remote Access/Thin Client Computing
- Telecommunication Solutions
- Virtual Private Networks (VPN)

IT Staffing Assistance & Outsourcing

- Application Installation
- Critical Events Resolution
- Data Backup and Archival
- Preventive Maintenance and Virus Updates
- Training & Education
- Troubleshooting

"With the help of ViaSync 7.0, we are more successful. We were profitable in a mere two months. I just don't see how anyone can help but make money using ViaSync 7.0."
Isaac Brown, CEO Kaleidoscope!

PRODUCTS SUPPORTED

While ViaSync currently supports the following software and hardware, we are always expanding our repertoire.

Software

- All applications for backup and disaster recovery
- All Microsoft products

- ASP.NET
- Exchange Server
- Immigrant Pro
- Macromedia products
- MDAemon mail servers
- Share Point portal servers
- Time Matters
- Timeslips

Hardware

- Check Point
- Cisco Systems
- Citrix
- Dell
- HP
- IBM
- Novell

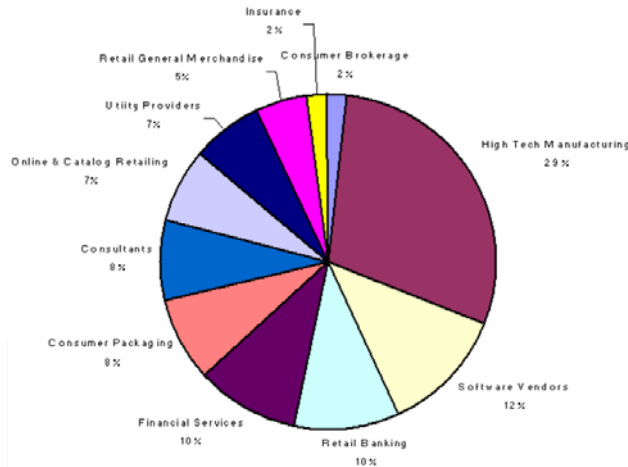


MARKETPLACE

Current Customer Industries

- 3rd Party Networking
- Banking & Financial Institutions
- Construction Firms
- Hospitals
- Mortgage & Real Estate Companies
- Restaurants
- SOHO (Small Office/Home Office) Users
- Trucking Companies

Early Adopters to CRM



“The system is blazing fast...

I am a very pleased user while I’m traveling.”

Sandra D.,
USPS Executive Director
United States Postal Service

VIASYNC 7.0 = THE FUTURE IN CRM

When you want low cost, rapid implementation, simple deployment, invisible disruption of business, high adaptation rates, and a solid measurable ROI with every bit of the functionality seen with traditional CRM, implement ViaSync 7.0, the solution you can trust.

This intuitive system eliminates tedious mouse action prevalent in other systems. Sophisticated reporting requirements are simplified so your sales team

can focus on sales instead of technology.

Develop stronger, more profitable relationships with your customers and prospects; and ultimately improve efficiency and your bottom line.

SFA and ESS

Sales Force Automation (SFA) manages customer data for customer service and support functions; has become an ever increasing presence across multi-

ple customer Web-focused touch points; and promises the highest ROI with Enterprise Subscription Service (ESS).

Impact Areas

With SFA/ESS, CRM clients plan improvement in three distinct areas:

- Sales Force Automation [SFA]
- Customer Service and Support [CSS]
- Technology Enabled Marketing [TEM]



HEAR IT FROM THOSE WHO KNOW

Gigi Group 2000

“Sales Force Automation stands to provide the highest return on investment. It is possible to achieve up to 14% improvement in the productivity of the sales department with the use of SFA, collaborative tools, marketing response, and tight integration between personnel and sup-

porting IT systems at the call centers, in the field, or via the Web.”

Dataquest

“With top priority to CRM and the integration of all functional areas—SFA still holds the highest ROI potential.”

“Using a Web-based envi-

ronment opens the software deployment strategy to *Best of Breed* and reduces the reliance on single software vendors or developers. *Best of Breed* offers a greater return with rapid application deployment by having vendors compete for market share through services like Enterprise Subscrip-



We are on the Web!
www.viasync.com

603

600 17th Street, Suite 2800
Denver, Colorado 80202-5428
USA
Phone: 303.820.0834
Fax: 720.294.8506
Toll Free: 1.866.ViaSync (1.866.842.7962)
E-mail: Support@viasync.com



VIASYNC CASE STUDY

“As a reseller for Accounting Software today, I find that it is becoming continually more and more helpful to have someone like Chuck and Viasync available at my disposal to help me with the technical aspects of hardware, networking, internet, etc. Even accounting has changed and we have to upgrade with it. I have all the knowledge that 18 years in business and an accounting degree can afford me, but you just can’t be a specialist at everything. That is where Chuck comes in for me. We make a great team for my current clients and I know that I can depend on him for future opportunities, as well.”

DBH Enterprises Co., Inc.
303.795.7299

A Single Customer View from an ESS/CRM Solution focused on Sales and Insight, built to help you Acquire, Retain and Care for one of your most valuable assets, your customers!

ABOUT VIASYNC

Nationally known as an expert in technology solutions, *ViaSync* (founded in 2000) is a turn-key solution provider offering fully integrated on-line CRM (Customer Relationship Management) and SFA (Sales Force Automation) Service—integrating sales, support, and marketing solutions via a highly cost effective and fast-growing Enterprise Subscription Service (ESS).

ViaSync employs a seasoned staff certified by *Microsoft*. The senior management team has over 60 years of combined experience in IT, Sales, Customer Service, and C-level positions.

Customer Service

Aiming for the best satisfaction rating and response times in the IT industry, *ViaSync* uses the latest in Service Management Software to triage and manage response times, field technicians, service agreements, and maintenance contracts. This technological investment enables us to commit to a quick and effective response when called.

Industry Partners

Partnering with the world’s best-known technology leaders and the resources they provide, *ViaSync* is empowered to offer world-class, intelligent, reliable, secure and scaleable network solutions that are ready for your future today.

