

INFACT GROUP CRM ON DEMAND TOOLS

KEY POINTS

InFact Group is a leading CRM integrator and specialist in the deployment of hosted CRM.

InFact produces a series of productivity tools to enhance CRM On Demand, such as the DocGen document generator and the OrgChart hierarchical display.

To maximize flexibility these tools are offered as either self-install or hosted solutions.

As part of the commitment to Oracle CRM On Demand, InFact Group delivers well-known productivity tools that enhance the application and provide new functionality.

Since CRM On Demand available as a private or as a hosted application, InFact Group provides the same facilities for customers of our Tools.

InFact Group CRM On Demand Tools – Hosted Environment

InFact has teamed up with one of the largest European hosting specialists to manage a reserved installation at Global Switch, based in France.

To illustrate, Global Switch already host thousands of servers and communications facilities for companies such as Cable & Wireless, British Telecom, France Telecom, MCI-WorldCom and many more. There are several dozen physical sites and many hundreds of physical servers.

The InFact installation is part of the physical infrastructure at the headquarters in the Paris region. InFact uses secure disk hardware and swappable bays to provide 99,9% hardware availability, with automated scanning for disk usage, CPU level, and application-level performance. The platform boasts SAN MSA 1000 Fiber Channel infrastructure to enable InFact to manage VM images for each of our hosted clients.

We also have at our disposal, on and off site, a stock of replacement blades, and disks to prevent any major physical damage causing prolonged downtime. Currently the hardware has had no major outage since 2002. We have 24/24 access to the premises.

Bandwidth is extendable to several Gb. InFact runs their dedicated virtual servers with JBOSS 5.0, java JDK and Linux OS. Our platform is also regularly subject to both internal and external audit.



InFact Group CRM On Demand Tools – Customer Site Installation

Customers who choose to install our tools at their own site or server should be familiar with the following pre-requisites, these are given for illustrative purposes only as the number of users and instances of Oracle CRM On Demand will modify these requirements away from the baseline

Physical Hardware

Twin Processor PC, with minimum 2 Gb of RAM and 10 Gb of free, defragmented disk space.

Ethernet or similar network connection with Internet access to the CRM On Demand web servers.

Required Software :

Microsoft Windows XP™ or Microsoft Windows Server 2003™

Sun Systems Java Runtime Environment 1.6

Microsoft Internet Explorer – Version 6.0 SP1 or higher, based on Oracle CRM On Demand prerequisites (available from www.crmondemand.com).

JBOSS 5.0.0 Application Server. Further information can be obtained from www.jboss.org.

Customers will be provided with a copy of the installation media (CDROM or equivalent soft media) and the Installation Guide in electronic format.

The Installation Guide explains the different steps to installing the software, configuring the Application Server and deploying the InFact Group CRM On Demand Tool. Where appropriate, the Guide also includes information for end users – accessing the Organization Chart for example, or creating documents with the DocGen.

