



# TenDigits MobileAccess

## TenDigits MobileAccess for Dynamics CRM

### Mobile CRM Made Easy

MobileAccess securely extends your Microsoft Dynamics CRM configuration and capabilities onto smartphones and tablets in the hands of mobile workers and executives. MobileAccess combines a superior user experience with powerful capabilities and an integrated device experience, unmatched adaptability, and manageability.



### A Perfect Fit for Microsoft Dynamics

MobileAccess is designed for Microsoft Dynamics CRM. With MobileAccess, your users can access all data in Microsoft Dynamics CRM, no matter how much your implementation is customized. And by leveraging views, roles and personalization, MobileAccess is uniquely capable of providing a similar experience users have on their desktop for Dynamics CRM. MobileAccess is the leading mobility CRM solution certified by Microsoft on Dynamics CRM for today's smartphones and tablets.

### More Effective Selling Through Unique Capabilities

MobileAccess offers unique, comprehensive capabilities that drive better business results. With a mobile smartclient that enables workflow such as record assignment and alerts/notification of new or assigned records, MobileAccess goes far beyond other approaches to mobilizing CRM. And with deep integration to smartphone capabilities, not only is it easy to initiate calls and emails, but it is also easy to track these activities in CRM from their native applications. Enhanced workflow and activity lets you follow sales "best practices" and better achieve success.

### Anytime, Anywhere Productivity

MobileAccess enables anytime, anywhere access that improves mobile worker productivity and increases CRM usage. Your mobile teams will be able to access CRM records from wherever their work takes them, with comprehensive CRM functionality and record management. With automatic synchronization and core CRM functionality, even when network connectivity is unavailable, your organization will benefit from enhanced information flow and improved customer interactions. MobileAccess provides your users the ultimate in convenience and accessibility to CRM.

### Meets Your Evolving Business Needs

MobileAccess provides a platform that makes change fast, affordable and practical to meet your evolving business needs. Designed to support your uniquely configured Dynamics CRM system, any changes in your CRM configuration can be immediately deployed to the field. Further customization of the mobile experience is possible through customized forms, workflow logic and integration with data from other enterprise systems. MobileAccess is engineered for change, allowing your business to be agile and flexible.

### Key Features

- An unrivaled user experience
- Unique capabilities such as comprehensive workflow and integration with smartphone Features
- Architecture optimized for reliability in security, integrity and scalability
- Designed for ease of adaptability and low TCO
- Centralized management for system configuration and user administration
- Support for the leading smart phones and tablets: Android, Apple, BlackBerry, and Windows



# Feature Highlights

## Deployment Scenarios

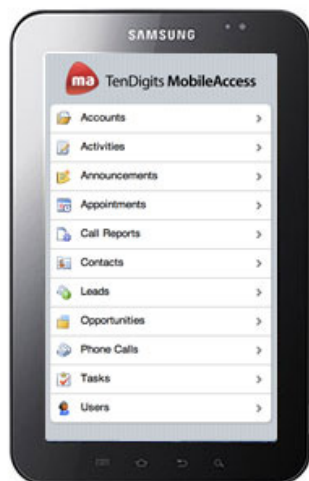
Dynamics CRM Online  
Dynamics CRM 3.0, 4.0, 2011  
Partner Hosted: 4.0, 2011

## Smartphones

Android  
Apple iPhone  
BlackBerry  
Windows Mobile  
Windows Phone

## Tablets

Android  
Apple iPad  
BlackBerry PlayBook



## Familiar User Experience

MobileAccess is designed to provide an unmatched user experience that blends intuitive navigation with seamless access to your CRM information whenever you need it. The familiar experience enables users to get working quickly without extensive training.

- Consistent “look & feel” is familiar to Dynamics CRM users
- Reflects the design and capabilities of different devices
- Multi-window navigation with concurrent record access
- Rich client interface – offers continuous access to CRM information
- Automatic synchronization – no user intervention required
- Advanced user personalization – allows configuration to meet specific roles and information needs
- Localized in 25 languages

## Unique and Intelligent Capabilities

MobileAccess is designed to provide a superior blend of enhanced CRM functionality with unique smart mobile device-driven capabilities.

- Native email, phone and calendar integration – for unified activity tracking with CRM records
- Advanced find – create complex CRM queries and searches
- Open and forward CRM documents and attachments
- Get alert notifications – on newly created, assigned or escalated records
- Run workflows and extend with smart actionable alerts
- Capture photos for visual record keeping
- Integrate multimedia with CRM records – such as audio, voice or video recordings
- GPS Integration for location intelligence

## Complete Manageability

MobileAccess is designed to provide IT administrators with the manageability that organizations need for serious enterprise-grade deployments. MobileAccess provides a superior approach to deploying capability to mobile devices, combined with a comprehensive approach to IT management tasks. MobileAccess uniquely delivers a low Total Cost of Ownership (TCO) while retaining capability and flexibility.

- Intuitive web-based administration console – for managing handfuls or thousands of user devices with ease
- No programming required – works right out of the box and is easily configured
- Rapid application deployment platform – cost-effective “configure once, run everywhere” client-side logic model
- User provisioning wizard – get started quickly with the appropriate user experience right from the start
- Independent mobile profiles – enable precise configurations to meet specific roles and user needs
- Support for both managed, enterprise-class devices as well as unmanaged mobile devices
- Enterprise-grade security – integrated for all access, authentication, and communications
- xRM ready solution – support for multiple applications and types within the same client with easy modification to existing deployments
- Import/export support for user devices, customizations and solutions
- Management API for orchestrating Integrated Management Systems and Operations
- Fully extensible with 3rd party applications and web services with .NET
- All deployment scenarios – with “online” hosted options as well as “on-premise” support for anything from single-location, single-server to complex global/multi-site, multi-server environments

## TenDigits Software Inc

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