



Val Karmazin
TeamDesk co-founder

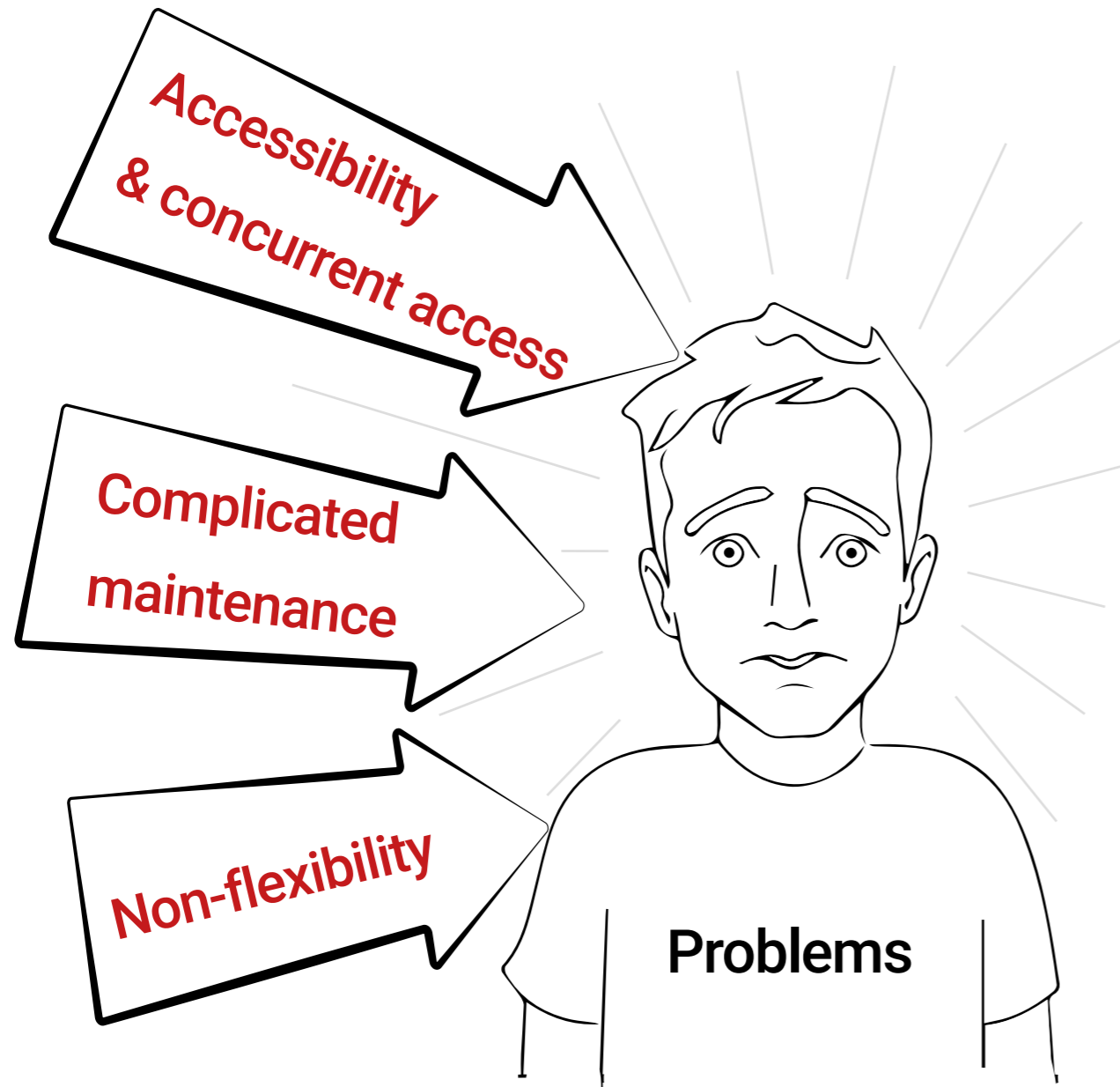
Reduce Expenses & Increase Revenue – Why a Custom Online Database Can Be an Option

Choosing the right online database software is crucial to a company's prosperity.





Most widely-spread problems of offline database building and maintenance.



Alternative
**Custom online
database**



What is custom online database?

Custom online database is a hosted web-based system for creating web-based database-driven applications.

Custom:

- Unique business process requires unique data management solution.
- Get the exact functionality you currently need.
- Adjust database when your business process changes.

Online:

- Constant availability everywhere.
- Easy concurrent access.
- Simple application security tuning.

- ✓ **Saves both time and money**
- ✓ **Helps to make smarter business decisions**





Key TeamDesk features:



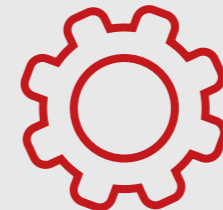
Full accessibility.



Zero programming.



Sharing and app security.



All-out customization.



Customer database screenshot #1:



ALL TABLES ▾

WELCOME

WELCOME CC

GLOSSARY

DASHBOARD FILTERS

BOILERPLATES

FILES - ファイル共有

REMINDERS

TIMES

TIME SHEETS

MORE (73) ▾

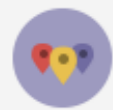


NEW WELCOME | ▾

Search for keywords...



Welcome



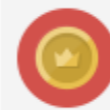
Check-in

▮ Check-in and -out. 勤怠管理チェックインとチェックアウト。



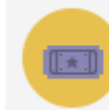
Time Entries

▮ Daily time entries. 日常時間入力。



Expenses

▮ Expense entries. 経費精算。



Tickets

▮ Support tickets. サポートチケット。



My Tickets

▮ My Tickets. 私のチケット。



New Tickets

▮ List New Tickets. 新規チケット一覧。



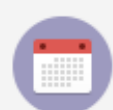
Blacklist

▮ Blacklist for blocking emails to the Ticket system. スпамチケットの排除。



PS Basic System Info

▮ Client "BSI" Basic System Info reports. 顧客基本システム情報。



Reminders

▮ Casual reminders system. 思い出そうリマインダー。



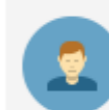
Activities

▮ Activity log for significant sales and engineering events of various types. 各種、由比的営業と技術のイベントログ。



New Meeting Activity

▮ New "Meeting" Type Activity Entry. 新規「会議」と言う種類のActivityエントリー。



eSolia Professionals

▮ eSolia professionals. インソリアの人材。

Clients

Company Contact

People Contact Info

Web Leads



Customer database screenshot #2:

Navigation bar with tabs: WELCOME, WELCOME CC, GLOSSARY, DASHBOARD FILTERS, BOILERPLATES, FILES - ファイル共有, REMINDERS, TIMES, TIME SHEETS, MORE (73) ▾. Search bar: Search for keywords...

Statistics

Tickets Day to Day

13 ▲ 100% #Active	11 ▲ 100% Closed? (sum)	0 Status New? (sum)	0 Stale Days (sum)
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Times Month on Month

350 ▼ 18.98% # Entries	558.25 ▼ 13.25% Billable Hours	1058 ▼ 25.41% Total Work Hours	124 ▼ 1.59% # Visits
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5 ▼ 58.33% # Weekends / Holidays



Customer database screenshot #3:



PROdb

ALL TABLES ▾

WELCOME

WELCOME CC

GLOSSARY

DASHBOARD FILTERS

BOILERPLATES

FILES - ファイル共有

REMINDERS

TIMES

TIME SHEETS

MORE (73) ▾



NEW WELCOME | ▾

Search for keywords...



Dashboards



- !Welcome
- Agreement Details
- Client Report (ITR) 1
- Client Report (PSS) 1
- My Items
- Pro Statistics
- T&E Status
- Utilities
- Welcome Public
- zz BPM Test

Views

- ***Admin Welcome Icons - List All
- Welcome Tile
- Recycle Bin

Utilities

Here are some utilities that are calculated via the [Wolfram|Alpha](#) API. W|A is a "computational knowledge engine", with the goal of making all systematic knowledge available to anyone ([Wikipedia](#)). *Please advise Rick* if there are any other conversions you would like to see here.

Password Generator

Generate Password: characters

Password Generator.

CIDR

IP: . . .

Subnet Mask:

CIDR Calculator.

Time Checker

Check current time in:

You can search for time using country or timezone. Ex. Japan or GMT+8



Customer database screenshot #4:



PROdb

ALL TABLES ▾

WELCOME

WELCOME CC

GLOSSARY

DASHBOARD FILTERS

BOILERPLATES

FILES - ファイル共有

REMINDERS

TIMES

TIME SHEETS

MORE (73) ▾



NEW GLOSSARY | ▾

Search for keywords...



Overview

Definitions of eSolia terms for our professionals.

eSolia Glossary

"Stale" Tickets

定義

1日以上、クイックステータスもしくは追加メールで、該当するチケットレコードに対する情報の更新がなければ、そのチケットレコードを「古くなっている」と定義します。この定義に基づき、毎晩送信される「Stale Tickets」report (「古いチケット」レポート)は「古くなった」チケット状態の日数を表示するためにグループ化されています。

Definition

We define a Ticket record as being "Stale" if it has no activity in changes to the record itself, in Quick Status changes or in Emails being appended, for more than one day. The "Stale Tickets" report that gets sent nightly is based on this definition, and is grouped to show the number of days any ticket has been in a "stale"

"Team eSolia"

定義

ソリューションを提供する際にコンサルティング会社は供給業者を使用する事が一般的です。原則として、インソリアは元請業者として、そして任意契約の窓口としての機能を果たします。すなわち、ほとんどの場合において、私たちの供給業者の詳細については言及しないという事になります。代わりに、拡張チームとして「チームインソリア」、または「配線チーム」、「テレコムチーム」、「AV機器チーム」などのように適切なチーム名で表現します。

Definition

It is common for consulting companies to utilize suppliers when delivering solutions. As a rule, eSolia acts as the prime contractor and the point of contact for any given engagement. That means *not* mentioning the details about our

QuickStatus

定義

インソリア「クイックステータス」とは、オープンチケットのステータスを説明するために使用する用語です。それは、チケットが研究されているかどうか、HQ ITチームにエスカレートされたかどうか、停止されたかどうかなどの状況を記述する短いフレーズです。状況によっては、チケットのクイックステータスの設定を自動化する事も可能です。例えば、あるチケットがプロフェッショナルの方に割当てられた際に「Newly Assigned」に設定したり、または、チケットがクローズした際に自動的に「Closed」に設定します。

Definition

eSolia "QuickStatus" is a term we use to describe the status of open tickets. It is a short phrase describing whether a ticket is being researched, escalated to the HQ IT team, stalled, a sup

YYYYMMDD

定義

私たちは、ファイル名 (eSolia-Proposal for ACME 20130428-001.PDF) に、またはレポート上では、明確な日付形式を使用しております。より適切な所で完全な日付を綴りたい場合には、「28 April, 2013」、または日本語で年月日が明確に適切な漢字で表示されるように「2013年4月28日」と、明記してください。しかし、数字だけで使用される場合に、一貫して論理的であるため、常にYYYYMMDDのように使用してください。

Definition

We use unambiguous date formats at eSolia, for file names (eSolia-Proposal for ACME 20130428-001.PDF) or in reports. If you want to spell the date out in places where such formatting is more appropriate, you can use "28 April, 2013" or



Customer database screenshot #5:



ALL TABLES ▾

- WELCOME
- WELCOME CC
- GLOSSARY
- DASHBOARD FILTERS
- BOILERPLATES
- FILES - ファイル共有
- TICKETS**
- MORE (75) ▾

☰ NEW TICKET | ▾ 🔍

Dashboards

- Tickets Default Dashboard
- eSolia Inc. Official
- Ticket Activity Reports
- Tickets Info & Stats

Recent Views

- SEARCH All Tickets
- List New Tickets
- List Open eSolia Tasks
- List Stale Tickets
- List My Open Tickets

! Search

SEARCH All Tickets



eSolia Inc. - Ticket Activity in Period

New Ticket

SAVE REFRESH CANCEL

▲ HELP

Ticket		
Id	18475	Category Code
Active?	✓	Ticket Email Address

Requester

Client ▾ **Client Links** [Documents](#) | [Tickets](#) | [Credentials](#)

Search and select requester contact, or *manually override* in the requester name and email fields. The per-client "Requester" accounts are to be used *only* for general repeat tasks, or when the requester is unknown:

Requester Contact	<input type="text"/>	Requester Name	<input type="text"/>	Requester Email	<input type="text"/>
Request Date	<input type="text" value="2015/11/30"/>	# Ticket for	<input type="text" value="633"/>		

Customer database screenshot #6:



La Cubana S.A.

Packing List N° : 16898-1

Fecha: xx/xx/2014

Destinatario:

XXXXXXXXXXXXX Inc.
30 XXXXXXXXX Street
Jersey City, NJ 07302
Tel: (201) XXX XXXX

Producto: IQF Durazno en rebanadas Grado: A

Product: IQF Peach slices Grade: A

Orden de Producción	Fecha de Elaboración	Ref N°	Cantidad de Cajas	Kilos Por Caja	Kilos Netos p/Partida
35/2014	29/03/2014	14/212	50	13.6	680
34/2014	28/03/2014	14/211	60	13.6	816
34/2014	28/03/2014	14/210	50	13.6	680
33/2014	27/03/2014	14/209	60	13.6	816
34/2014	28/03/2014	14/208	60	13.6	816
34/2014	28/03/2014	14/207	60	13.6	816
33/2014	27/03/2014	14/206	60	13.6	816
33/2014	27/03/2014	14/205	60	13.6	816
33/2014	27/03/2014	14/204	60	13.6	816
33/2014	27/03/2014	14/203	60	13.6	816
33/2014	27/03/2014	14/202	60	13.6	816
Totales			640		8,704

Peso Neto: 8,704 Kgrs.

Peso Bruto: 9,122.9 Kgrs.



Customer database screenshot #7:

XXXXXXXXXX

XXXXXXXXXX

ORDEN DE COMPRA

Nº 61

PARA:

JLH Insumos Agropecuario S.R.L.

CUIT: 20-12222333-8

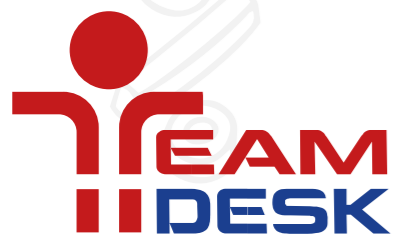
FECHA DEL PEDIDO	MONEDA	Valor de la Orden s/IVA	Cantidad de Ítems
24/11/2013	USD	\$24.700,00	3

Insumo	Unidad	Cantidad	Precio por Unidad	Establecimiento de Entrega	Condición de Flete	Fecha de Entrega
Fertilizante DAP 18-46-0	Kilogramo	30.000	\$0,635	La Graciela- Bolviar – Pcia Buenos Aires	A Cargo Proveedor	25/11/2013
Fertilizante Labrador 32-00-00	Litro	12.000	\$0,425	La Graciela- Bolviar – Pcia Buenos Aires	A Cargo Proveedor	25/11/2013
Herbicida Cletodyn	Litro	25	\$22,000	La Graciela- Bolviar – Pcia Buenos Aires	A Cargo Proveedor	25/11/2013

Observaciones:

Envíe dos copias de la factura.

Realice este pedido de acuerdo con los precios, términos, método y lugar de entrega y especificaciones enumeradas anteriormente.



Case Study

How TeamDesk services can reduce your expenses?

Complex software expenses

VS

TeamDesk

Software license

Straightforward pricing

Expensive hardware

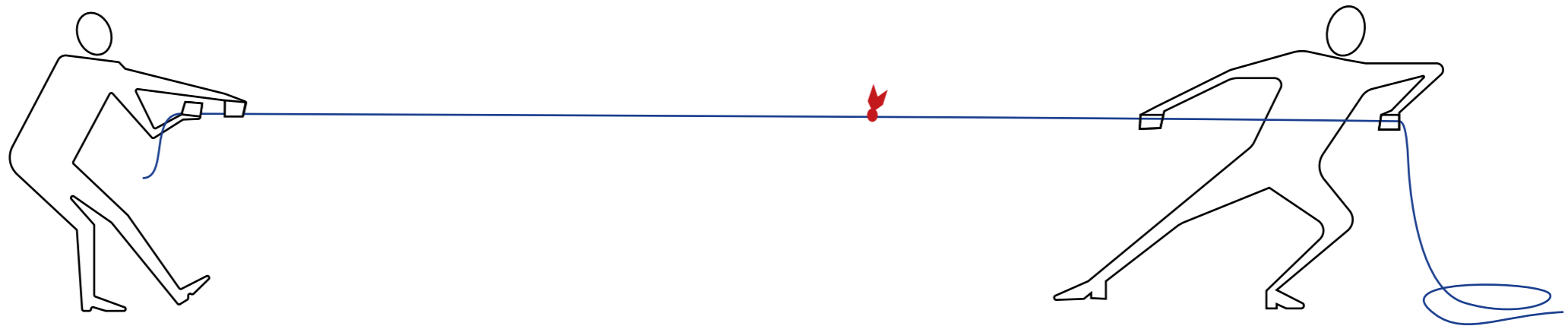
No hardware

Complex configuration

Easy & intuitive

Support & maintenance

Free setup assistance





Case Study

A1 Concrete Cutting and Construction Inc.



Problem

2 kinds of software for different tasks

\$15,000 for 5-years license each



Solution with **TeamDesk**

One software for different tasks

Saved \$30,000+ for software license and support

"Once you use TeamDesk, you will never go back"

- Sam Parish, Civil Engineer/Estimator.





Case Study

How TeamDesk services can increase your revenue?

TeamDesk
allows you to:



Catch emerging
business trends.



Adopt relevant
strategies.



Scale business.
Grow customer base.



Make good profits.



Case Study

InterFlora

COMMERCE



Problem

An exploding volume of sales leads

Non-scalable spreadsheet-based system

Slow ready-made solutions

No web access



Solution with **TeamDesk**

A custom CRM system with over 600,000 clients

Integrated an internet shop and a call center

Staff productivity improved vastly

Lead-to-close time cut twice - thus, revenue has increased

"The moment we came across TeamDesk, we knew that it was exactly what we needed"

- Tony Zachynskiy, Founder & CEO



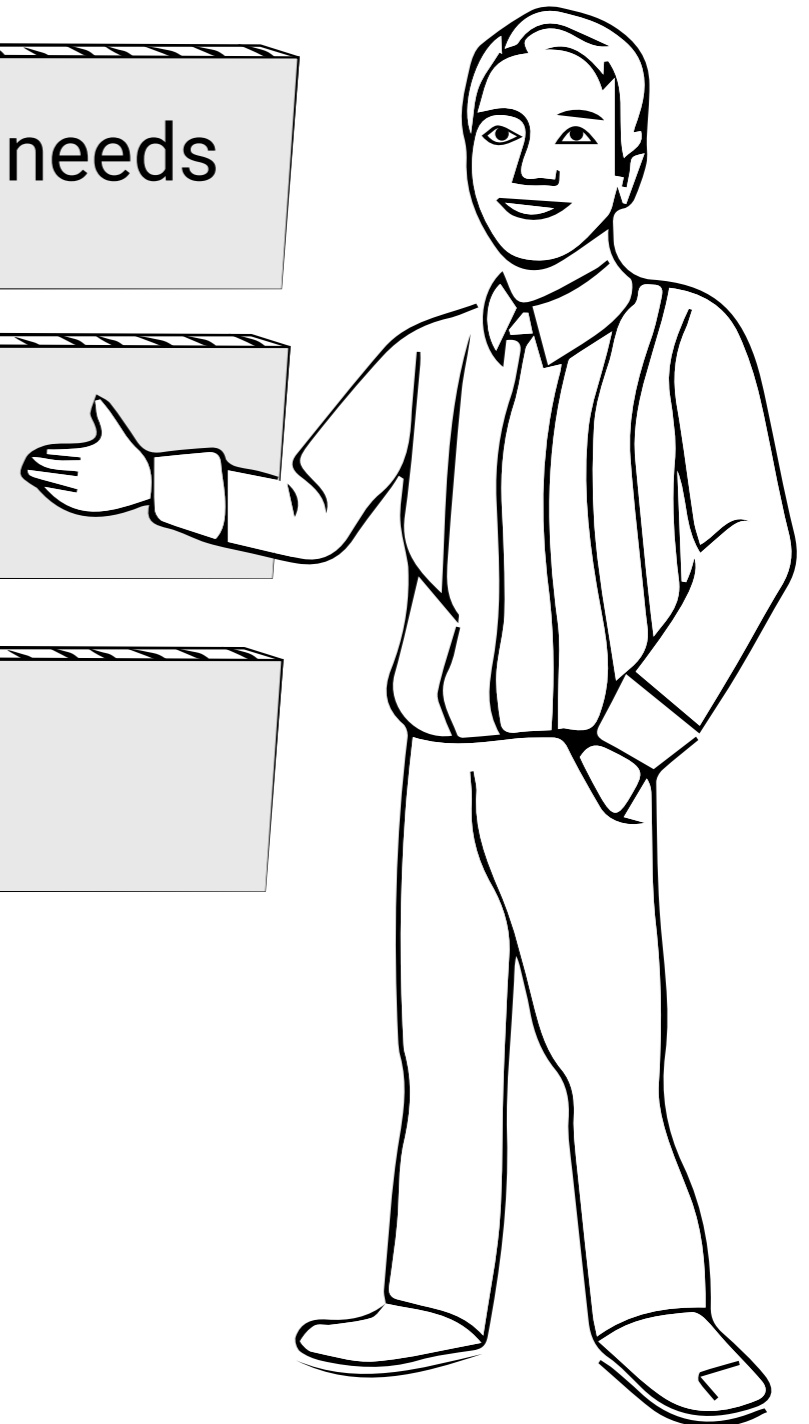


What TeamDesk can do for your business?

Provides a database that fits your business needs

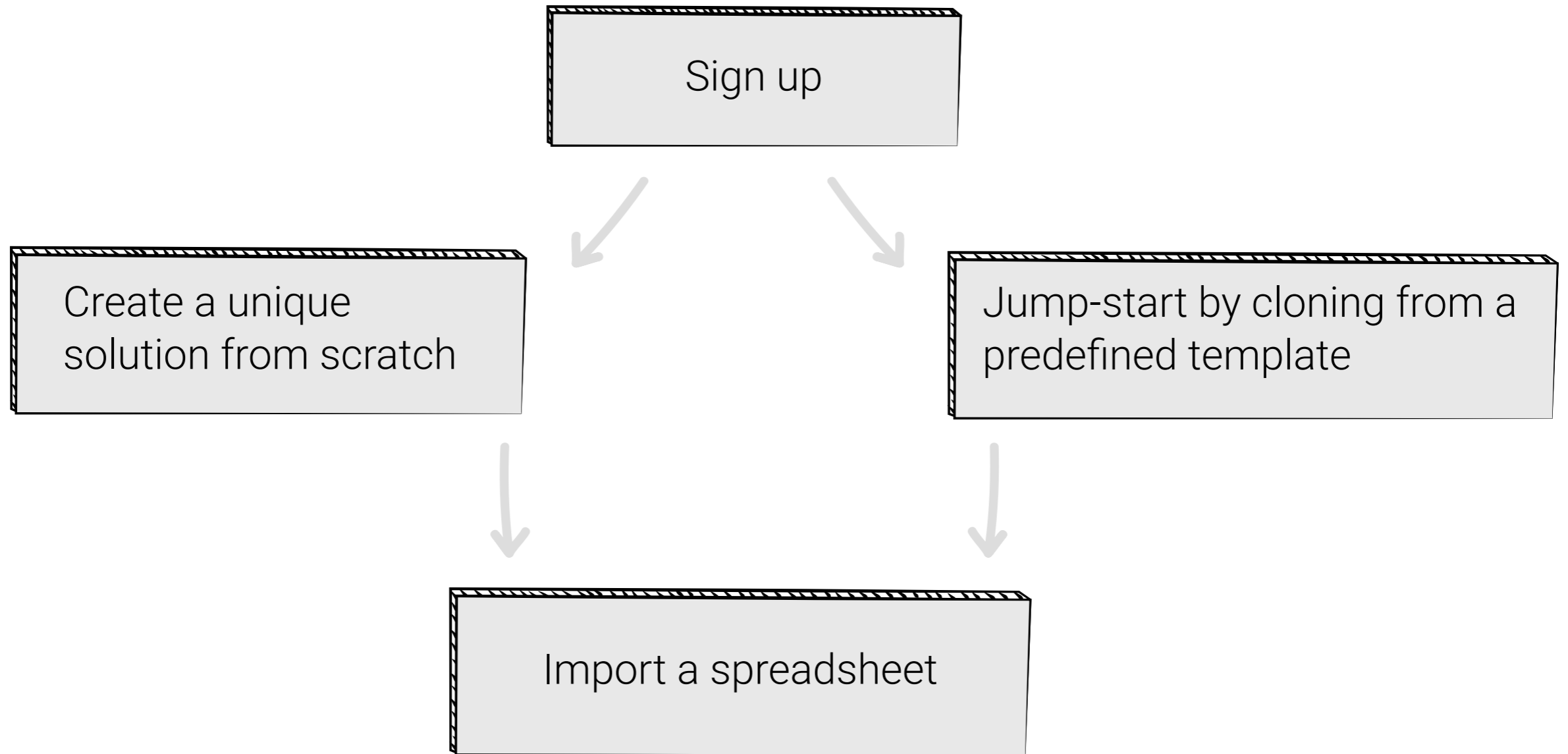
Saves you time and money

Helps to make smarter business decisions





Get TeamDesk free 14 day trial with three simple steps:



Get started today!





Free setup assistance
and an **unlimited** support
from **TeamDesk** experts!