

Concept to Completion

Key Integration Strategies

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Integrating Information

Securing the Information

Communicating the Results

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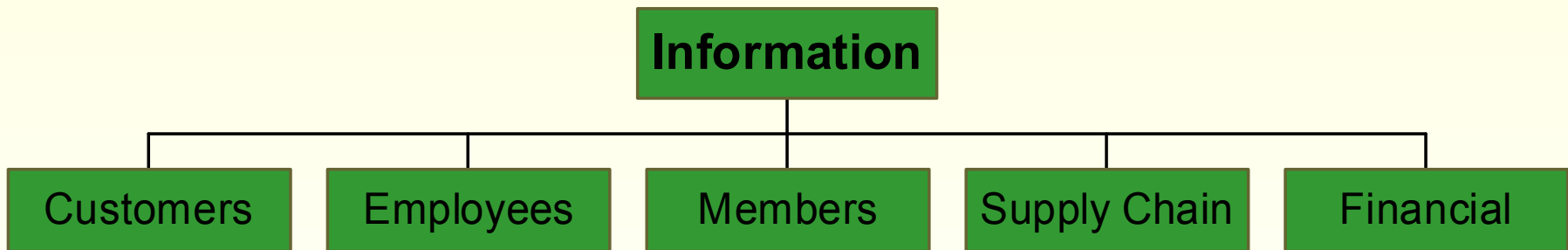
Customer Relationship Management

*The 360
Perspective*

- Capture the Data
- Achieving Data Quality
- Harvesting Opportunities

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CRM Components Overview



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Security

Understanding what you have and how to
protect it

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- Knowing What You Have
- Key Network Elements (KNE's)
- Finding the Weakest Link

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Security Elements

- Firewall
- Intrusion Detection
- Anti-Virus Package
 - Spy Ware
- Disaster Recovery
- Physical Security

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Communicating

- Remote Access
- Virtual Private Networks (VPN)
- Connecting Almost Anywhere
 - Shrinking the Footprint

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Virtual Private Networking
and
Remote Access

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Connecting Almost Anywhere
and
Shrinking the Footprint

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