



We Instill Confidence

Apex IT does more than implement CRM software. We instill confidence in your entire enterprise CRM initiative.

We've completed hundreds of successful CRM engagements since our inception in 1997. Clients rely on Apex IT to help them realize the potential of these systems, while ensuring their applications are deployed on time, within budget and to scope. The result: our client satisfaction rate of over 90 percent is more than double the industry average for CRM implementations.

Apex IT CRM Services

- Assessment and strategic planning
- Change management consulting
- Application evaluation and selection
- CRM Implementation
- Technical integration
- Business process modeling and re-engineering

CRM Subject Matter Expertise

- Help desk
- Support
- Sales
- Marketing
- Order capture
- Field service
- Self-service
- Enterprise portal

Total CRM. Maximum Confidence.

Call 651.287.2820.

Visit www.apexit.com.

The PeopleSoft CRM Experts

When it comes to implementing PeopleSoft CRM systems, our expertise is unmatched. We've helped more than 200 enterprises in a variety of industries successfully deploy complex PeopleSoft applications. In fact, Apex IT has more PeopleSoft CRM clients than any other consulting firm in the nation.

Recognized as a Silver Level PeopleSoft partner, we work both independently on PeopleSoft implementations and in support

of PeopleSoft Global Services. According to PeopleSoft, Apex IT is PeopleSoft's preferred implementation partner in the United States.

More than 80 percent of our staff members are PeopleSoft certified. That means you can have confidence that our skilled consultants have an unrivaled ability to understand your business requirements and translate them into implementation success.

Since PeopleSoft entered the CRM business in 1999, Apex IT has been there and has developed the most successful track record in the industry.

DECEMBER 1999

- PeopleSoft enters the CRM market by purchasing Vantive.
- Apex IT—a key Vantive partner—retained to help PeopleSoft transition into CRM.

JULY 2000

- PeopleSoft offers Vantive CRM as part of its ERP suite.
- Apex IT builds Vantive-PeopleSoft Open Integration Framework and aligns its organization with development of new PeopleSoft CRM platform.

JUNE 2001

- PeopleSoft prepares to launch its first CRM software offering.
- ApexIT is first consultancy certified to implement Vantive-to-PeopleSoft CRM Upgrade Toolkit and initiates first PeopleSoft 8 CRM project before GA release.

JULY 2001

- PeopleSoft migrates CRM to PeopleSoft Internet architecture platform.
- Apex IT is PeopleSoft's alliance partner.

DECEMBER 2001

- PeopleSoft 8 CRM wins praise from industry experts as a business-friendly CRM package.
- Apex IT helps one of the first PeopleSoft 8 CRM clients go live.

“Apex IT is PeopleSoft’s preferred CRM implementation partner in the United States.”

“(As a consultancy) Apex IT is a gem that’s constantly under budget and on-time.”

Paul Greenberg, author of
CRM at the Speed of Light

MARCH 2002

- PeopleSoft rolls out PeopleSoft 8.4 CRM.
- Apex IT is one of a select group of consultants to Beta test PeopleSoft 8.4 CRM; early access allows Apex IT to bring its first PeopleSoft 8.4 CRM client live just three months later.

JULY 2003

- PeopleSoft 8.8 CRM named “Best CRM Software” in *InfoWorld* Reader’s Choice Awards.
- Apex IT brings its first PeopleSoft 8.8 client live; early access allows for a pre-release implementation process.

MAY 2004

- PeopleSoft launches Enterprise CRM 8.9.
- Apex IT completes collaboration with PeopleSoft on QA of 8.9 release.

DECEMBER 2002

- PeopleSoft debuts PeopleSoft 8.8 CRM.
- As a member of the Product Advisory Council, Apex IT supports release of PeopleSoft 8.8 CRM and is one of few firms to conduct on-site pre-release QA.

AUGUST 2003

- PeopleSoft receives “CRM Market Leader” award from *CRM Magazine*.
- Apex IT goes live with a PeopleSoft CRM-to-Microsoft™ Outlook integration one month prior to GA.

JULY 2004

- PeopleSoft announces GA of Enterprise CRM 8.9.
- Apex IT is one of the first organizations to go live with 8.9.

Apex IT helps companies build the systems that support some of the most important customer relationships in the world. Our clients have included:

High Tech and Communications

ArborText
BMC
Cable & Wireless
CCC
Cisco
Citrix
Compaq
DTN
Earthlink
First Logic
Hughes Network Systems
Neon Systems
Nextel
Norstan
Sprint
SPSS
Sterling Commerce

Life Sciences

ev3
LifeCare
Medical Devices
Gambro
Merck

Manufacturing

Andersen Windows
Digi International
Electronic Theatre Controls
Toro
Trane

Consumer

Boston Market
Home Depot
Office Depot
Regal Cinemas

Financial Services

Bankers Systems, Inc.
Bremer Bank
Top 5 National Bank

Outsourcing

Alta Resources
Alternative Resources Corporation
Compucom
Getronics
MedSolutions
SEI

Other

Anadarko (Energy)
Arrow Electronics (Distribution)
BEVCORe (Distribution)
Broward County Schools (Education)
Cherokee Nation Casino (Entertainment)
FedEx (Business services)
IRI (Market research)

HOW APEX IT SOLUTIONS MAP TO YOUR ENTERPRISE

CRM EXECUTIVE VISION/STRATEGY

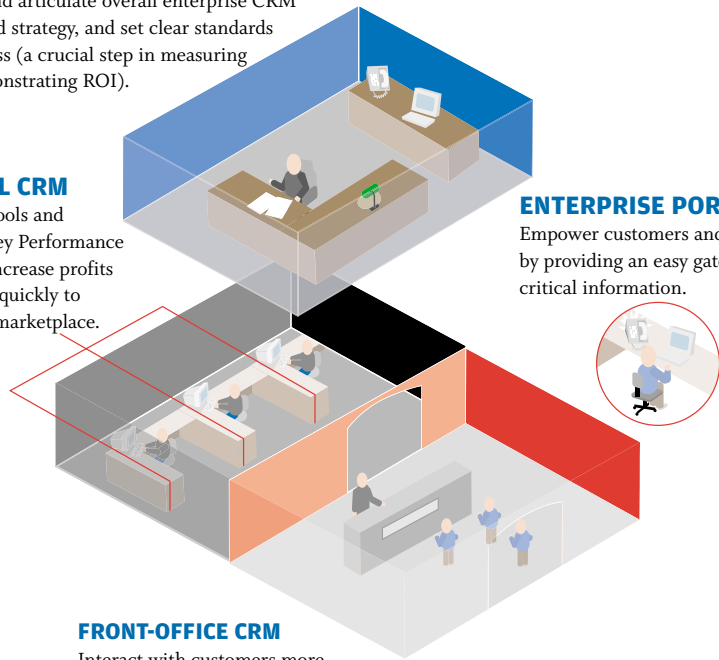
Define and articulate overall enterprise CRM vision and strategy, and set clear standards for success (a crucial step in measuring and demonstrating ROI).

ANALYTICAL CRM

Use analytical tools and features (like Key Performance Indicators) to increase profits and react more quickly to changes in the marketplace.

ENTERPRISE PORTAL

Empower customers and employees by providing an easy gateway to critical information.



FRONT-OFFICE CRM

Interact with customers more intelligently and more profitably, using real-time marketing, sales and service solutions.



860 Blue Gentian Road
Suite 200
Eagan, Minnesota 55121
phone: 651.287.2820
fax: 651.287.2821
www.apexit.com

©2004 Apex IT, Inc. All rights reserved. Apex IT is a service mark of Apex IT, Inc. PeopleSoft is a registered trademark of PeopleSoft Corporation.