


## Unique Web-based Client Portal with Social Networking

The IDeaS Community Portal is a Web-based tool that provides IDeaS clients around-the-clock access to vital IDeaS' solution information such as service cases, application news and technical support. It also features IDeaShare and IDeaS Community Forum, unique social networking platforms developed to capture and act upon the voice of IDeaS clients.

### The IDeaS Community Portal features the following functionality:

- IDeaS Community Home Page:** Provides clients with a quick-view of key areas, including:
  - **My Support Summary** – Clients can view a summary of open cases and tasks
  - **Share Your Opinion** – Clients can participate in a community poll and see real-time results
- IDeaShare:** Clients have the ability to share and promote IDeaS V5i product enhancements. This feature helps create a stronger sense of virtual community among IDeaS clients and promotes collaboration and product innovations.
- Market Watch:** Market Watch is your resource center for all things to do with the economy. Stay caught up on relevant news, documents and webinars designed to address the current market downturn and certain recovery.
- Resources:** An online resource center where clients can access IDeaS latest product news, client success stories and press releases, as well as gain access to the latest industry news.
- My Profile and My Team:** Clients have the ability to share changes to company contact details directly with IDeaS. In addition, My Team provides clients with IDeaS Team Member contact details.



*IDeaS Community Home Page*

For more information visit, [www.IDeAS.com](http://www.IDeAS.com)

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**Technology + Revenue Management -  
How Technology is Increasing ROI**  
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- **IDEaS Community Forum:** Clients can enter the Community Forum to connect and network with other IDEaS clients. Various discussion threads allow clients to discuss everyday challenges and share possible solutions.
- **Support Center:** Defined Views allows clients to quickly filter for closed cases, open cases, open tasks – or define and save as a customized filter.
- **On-Demand Access:** IDEaS Community Portal offers 24/7 access regardless of time zones and geographical locations.



*IDEaShare*



*IDEaS Community Support*

For more information visit, [www.IDEAS.com](http://www.IDEAS.com)

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