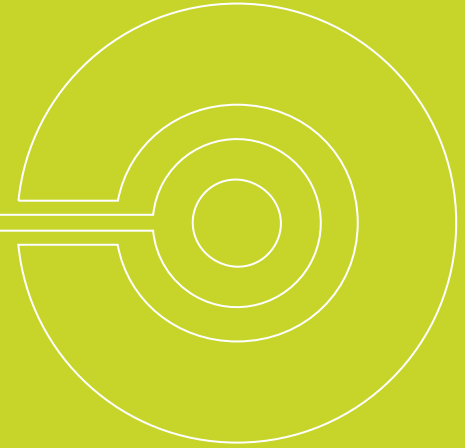
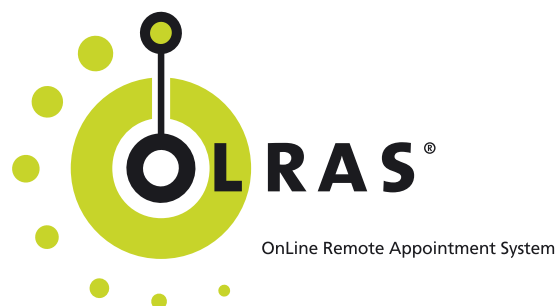




**Because this man  
has the world's most  
intelligent diary**



**Let's take a look and  
see how he gets on  
with his time management...**



**The On-line Remote Appointment Management System**

# Olras is the on-line remote appointment system that guarantees the actual update, in real time, of your shared diary.

Olras allows your clients to make an appointment directly on-line, with a single click of a mouse, and free of charge. Thanks to this system, existing and prospective clients are given the possibility to choose the date and time slot that fit the best with their timetables, regardless of the opening hours, with a 24/7 access.



## Time and customer relationship management at the heart of your strategy

Olras is an Internet system that is 100% devoted to optimising the customer relationship. Its interactive and immediate approach contributes to increasing customer's loyalty and satisfaction, while winning new ones. Olras is an easy to use, fast and extremely low cost communication tool for the remote management of contacts and appointments.

With the explosion of the Internet medium, now available to all<sup>(1)</sup>, Olras is a key e-marketing tool that participates in improving your public image, while contributing to a better knowledge of existing and prospective customers. By strengthening the communication between you and your customers, Olras is also a must as an e-CRM technological solution<sup>(2)</sup>.

Olras enables you to collect precise information on the contacts generated by the sum of appointments made. The management of contacts and appointments is centralised into a separate folder, linking to a complete client profile, with a detailed history, including the nature of the appointment.



## Competitive performances and advantages

Ergonomic, easy to use and at no cost to your customers, Olras provides a service which enables the automation of 20% to 50% of the appointment making process. The number of telephone calls is consequently reduced, making it all timesaving. Staff can instead use the time saved to invest into tasks with a bigger added value, thus optimising the organisation, improving customer service and significantly reducing administration costs.

Olras is compatible with all the existing operating systems. As a "full web" service, it is virus immune. Olras is hosted by the world leader, which guarantees a complete security (information saved on a specially designed mirror server) and an instantaneous restitution of the data.

With no licensing rights to pay, but instead a flexible monthly fee (from 5 Euros + VAT per month and per time-table). Olras offers a versatile solution for your shared diary management on-line, with a 24/7 access for anyone to use from anywhere.



## Technology and supervision

With its administration module, Olras system allows the person in charge with the organisation to monitor performances (secured access with login and password).

Olras also works as a database for detailed and global statistics generated by external contacts and human resources.

1 \_ 11 million connections to this day in France – Ifop source

2 \_ Customer Relationship Management

## Olras' best assets

- Optimises your diary management and helps monitor your activity in real time
- Offers you a centralised appointment managing system
- Personalises and improves customer relationship
- Gives you the power to use an effective system, without the need for any particular IT Knowledge
- Complements daily in-house secretariats and appointment making platforms via the telephone (free number, local rate number, etc.) with an Internet service available 24 hours.
- Available non-stop, easy to use and free of charge for customers to communicate with you, any time of the day or night, every day of the week.

## Who is Olras meant for ?

### HEALTH

**Hospitals, clinics, health centres, appointment hotlines, medical insurance companies, pharmaceutical laboratories...**

General practitioners, specialist practitioners, radiologists, medical secretaries, medical delegates...

### SERVICES

**Call centres, banks, insurance companies, travel agents, estate agents, transport and logistics, customer service...**

Sales advisors, telesales, sales technicians, technicians, suppliers...

### INSTITUTIONS

**Administrations, public service, local charities, associations...**

Public service agents, local governments, politicians...

### EVENTS

**Organisations of fairs and shows, conferences, communication agencies...**

Traders, exhibitors, visitors...

### OTHER AREAS

**Self-employed professionals, craftsmen...**

solicitors, lawyers, consultants, experts, architects, electricians, plumbers, nurses...

#### Example of an Olras application

**[www.printempsvoyages.com](http://www.printempsvoyages.com)**

On [www.printempsvoyages.com](http://www.printempsvoyages.com), the superbly top of the range Olras system generates appointments between on-line visitors and travel advisors from Printemps agencies all over France.





To make an appointment with our customer service via Olras

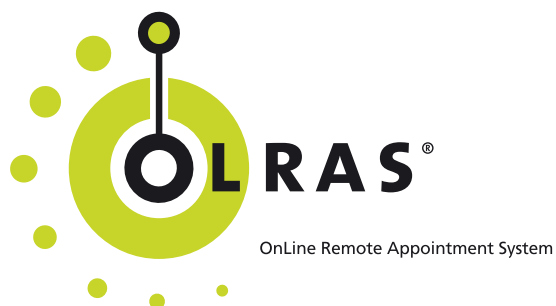
[www.olras.com/prv](http://www.olras.com/prv)

For on-line quotes and information

[www.olras.com](http://www.olras.com)

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E-mail : [contact@olras.com](mailto:contact@olras.com)



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