



LexisNexis® InterAction® provides flexible and uniquely designed CRM software and services to professional services firms. We enable these firms to create the Relationship Intelligence they need to increase new client revenue, better cross-sell existing clients and increase client loyalty. Relationship Intelligence is a firm-wide asset that reveals the unique and complex connections among people, companies, relationships, experience and expertise, empowering professionals to leverage who and what they know to differentiate themselves from the competition and enhance client service.

## Key Benefits

### Easy to Use

- The *InterAction® Web Client™* is easy to navigate, which improves overall usage and minimizes the need for training.
- *My Watch List™* tracks all past and future activities and pushes valuable information out to the professional.
- Integration with *Microsoft® Outlook®*, *Lotus Notes®* and *Novell® GroupWise®* allows users to access valuable information and contribute to the system without leaving this environment. Calendar integration and activity logging is also available.
- Standard out of the box reports, including direct support for exporting contacts into *Microsoft® Excel* and into *Microsoft® Word* templates.
- Easily configure Web Client contact and searching capabilities.

### Built-in Data Quality Functionality

- Innovative data quality tools provide data stewards with the tools necessary to ensure data integrity and reduce the ongoing total cost of ownership.
- *Data Change Management* functionality fosters company-wide sharing of information while providing the tools to ensure data quality over company contacts.
- Sophisticated algorithms for duplicate detection and matching help improve overall data integrity.
- Unique *Find and Replace* and *Duplicate Merge* features provide the ability to quickly and easily monitor and manage the firm or organization's data.
- Standard searches designed to uncover potential problems as a part of ongoing data maintenance.
- *Folder Dependency Analyzer* designed to replicate manual processes for automatically moving contacts in and out of mailing lists and other folders.

### Lowering the Total Cost of Ownership

- The *InterAction Web Client* means a zero-client install for all users.
- Standard folders, additional fields and contact types provide immediate value out of the box.
- Web Client profiling tool enables a company to quickly create profiles that address the business needs of the firm or organization.

- All desktop software is installed using pure *Microsoft .MSI technology* to simplify the distribution of software.
- Full-featured upgrade tools available to enable a gradual transition to the latest version of InterAction from previous versions.

### Uncover Valuable Content

- Powerful *Relationship Map™* feature enables users to uncover and leverage the network of relationships that exist within a firm or organization.
- *Who Knows Whom™* feature allows users to determine who else within a firm knows the contact and the nature and strength of that relationship.
- Our *Related Contacts* functionality reveals subtle interrelationships among clients and contacts that otherwise would be difficult to uncover.
- *InterAction® Application Collaboration™* is an advanced tool for integrating and leveraging information from various third-party systems (e.g. time and billing, accounting systems).
- Optional industry-specific *Related Modules* provide the ability to track matters, engagements, opportunities and deals.

### Extensible Platform Becomes a Key Business Application

- InterAction's architecture embraces leading technology standards such as XML and Java, and extends it to enable access to your data from other third-party applications.
- InterAction's server-based COM API makes desktop integration with word processors and other applications easy to deploy.
- InterAction supports one-way synchronization with Active Directory and can also import group or user information from external sources.

### Designed for the Way You Do Business

- The *My Contact Updates™* feature allows users to subscribe to automatic updates for their contacts or review them manually to give them more control.
- *Smart Connect™* enables automatic connection of any contacts in a firm collection to those contacts already in the database – reducing the burden on the professional to resolve these contacts.
- Anonymous relationships can be designated and the relationship holder can receive communications from other users without revealing his/her identity.
- Security and proxy options provide easy access to user information and more control for the professional.

## Key Features

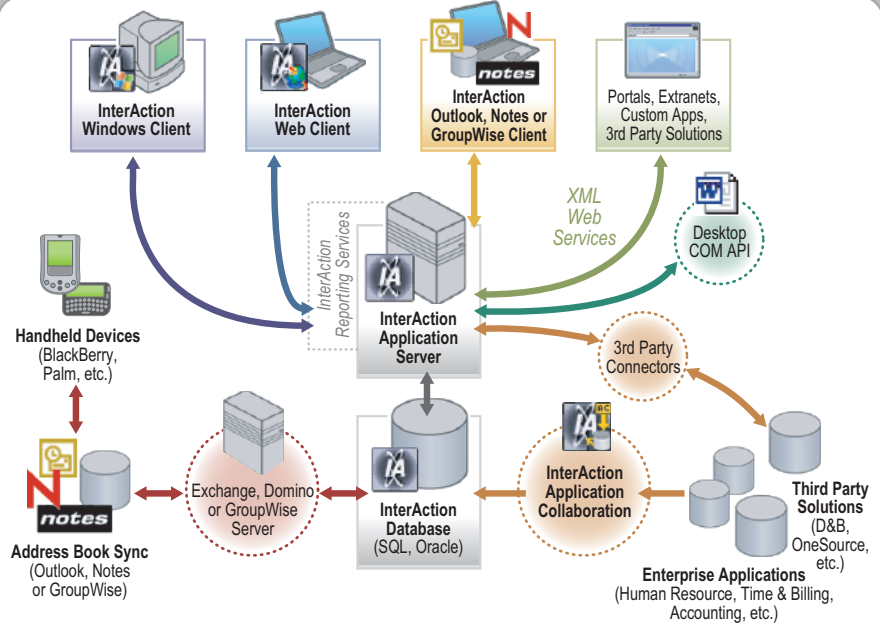
- Easily configurable, Web-based interface
- My Watch List
- Server-based bi-directional sync functionality for Microsoft Outlook, Lotus Notes and Novell GroupWise
- Automated e-Activities from e-mail or calendars
- Easy exports to Microsoft Excel and Microsoft Word templates
- Data change management and built-in data quality tools that ensure data integrity
- Relationship Map to expose critical relationships throughout the company
- Who Knows Whom
- Related Contacts
- InterAction Application Collaboration for back office integration
- Industry-specific modules to track matters, engagements, opportunities and deals
- Desktop API integration with word processing and productivity applications
- Desktop software installation using Microsoft .MSI technology
- My Contact Updates and Smart Connect encourages professional usage

## World Class Consulting Services

We understand that technology alone will not bring about success, and that's why we combine our technological knowledge with a breadth of services in order to provide a complete solution for our customers. We provide a variety of services including conversion and implementation services, data quality services, specialized audit services, deployment analysis and consulting, and comprehensive training.

Call us today at 630.572.1400, or visit our Web site at [www.interaction.com](http://www.interaction.com) for more information.

## INTERACTION 5 ARCHITECTURE:



## SYSTEM REQUIREMENTS:

<b>Client OS</b>	Windows XP Windows 2000	<b>Database Server OS</b>	Windows 2003 Windows 2000
<b>Database Platforms</b>	SQL Server 2000 SQL Server 7.0 Oracle 9i Oracle 8i	<b>Web Server OS</b>	Windows 2003 Windows 2000
<b>e-Mail Clients/ Contact Managers</b>	Outlook 2003 Outlook XP Outlook 2000 Notes 7 Notes 6.5 GroupWise 7 GroupWise 6.5.5 GroupWise 6.5.4	<b>e-Mail Servers</b>	Exchange 2003 Exchange 2000 Domino 7.0 Domino 6.5 GroupWise 7 GroupWise 6.5
<b>Browsers</b>	Internet Explorer 6.0 Internet Explorer 5.5	<b>Office Suites</b>	Microsoft Office 2003 Microsoft Office XP Microsoft Office 2000 Word Perfect Office 11
<b>Web Servers</b>	IIS 6.0 IIS 5.0	<b>Crystal Reports</b>	Runtime 11.0 <sup>1</sup> Runtime 8.5



1420 Kensington Road  
Suite 320  
Oak Brook, IL 60523

Phone 888.572.1400  
Fax 630.572.1818  
Web [www.interaction.com](http://www.interaction.com)

<sup>1</sup> Requires Windows 2000 or above. Please visit the Customer Support Web site for more information. Copyright © 2006 LexisNexis, a division of Reed Elsevier Inc. InterAction is a registered trademark of Interface Software, Inc. All other marks, products and services may be registered trademarks and/or registered marks of their respective companies. The information contained in this document is subject to change and does not constitute a product warranty. IA55DS0806 / LIA00010-0