



Barclays corporate services to deploy OverQuota by Relavis

Working closely with Relavis and IBM for the past 18 months, Barclays chose OverQuota because it fit the company's need for an enterprise-wide customer relationship tool. Barclays will use the solution to manage multinational contacts and organisation data, coordinate customer activities and manage key customer knowledge, including opportunity management. More aware than ever of the complexities of its marketplace, Barclays must be certain that staff members who interface with customers have all the necessary information available to them to ensure an efficient experience and effective communications with their clients. OverQuota delivers that capability and with it, a competitive advantage.

Enabling all its relationship managers with this technology is a new strategy for Barclays. "The aim of this new way of working is to make managers more accessible to customers and to such professionals as local accountants. Managers will communicate with their offices through Barclays' intranet and Lotus Notes™", said Paul Harrison, head of Barclays' corporate services sales unit.

About Barclays Bank

Barclays Bank is a UK-based financial services group and one of the UK's largest companies. Barclays provides retail banking products to a wide range of personal and business customers, as well as investment banking and asset management expertise to a global client base. Barclays has been involved in banking in the UK for more than 300 years and today operates in more than 70 countries.

Orlando Florida, 16 January 2000 Relavis Corporation, developers of OverQuota, the leading Lotus Domino® based sales and customer relationship management solution, today announced that Barclays Bank has purchased an Enterprise Agreement to rollout Relavis' flagship e-customer relationship management (e-CRM) product. Barclays will roll out the application to its relationship managers and customer support staff, allowing them to conduct 'business from a briefcase' when travelling.



“OverQuota is a world-class application,” said Paul Harrison, head of Barclays’ corporate services sales unit. ‘It is a key component within our initiative to ensure that Barclays continues to be seen by our clients as a world-class, customer-facing organisation.’

OverQuota is the world’s leading Lotus Domino-based CRM solution. Users can use the solution with the same ‘look and feel’ in any Web browser or Lotus Notes client. The application combines innovation, proven technology and methodologies with business expertise and strategic vision to drive and implement successful sales and CRM. OverQuota delivers robust features for relationship, opportunity, project, channel and knowledge management, marketing support, remote/mobile and Web access, team-based selling and forecasting for national or global sales and marketing teams.

About Relavis Corporation

Relavis Corporation is the world leader in Lotus Notes and Domino-based sales and CRM information technology. Founded in 1985, Relavis was one of the first companies to become a Lotus business partner. In 1993 it released OverQuota, the cornerstone of Relavis’s e-CRM solution, which transforms how organisations support their customers, partners and employees. The product is the winner of the 1996, 1998 and 1999 Lotus Beacon Awards for Best in Showcase at Lotusphere, which recognises the premier Lotus Notes/Domino solutions in the world. Relavis solutions count over 45,000 users in more than 400 organisations, such as The Coca-Cola Company, 3M, Sony, Philips, National Semiconductor Corporation, Toshiba Corporation, Ericsson Inc., Canon Inc., E. I. Dupont de Nemours and Company (Dupont), Equifax Inc., Bayer Corporation, ABB Automation Inc., Citibank, Standard & Poor’s and Ziff-Davis, Inc.

For more information, visit Relavis Corporation on the World Wide Web at www.relavis.com, or call (1)212-995-2900.

OverQuota will work in tandem with other Barclays solutions, such as software used for making lending decisions. Executives were quick to see the benefits of using the solution. “They believe the change will provide their customers with quick access to a wide range of services”, said Paul Harris. “Working independently from branches, the managers will spend most of their time visiting customers. The service is targeted at the corporate and agricultural sectors with annual turnovers of £500,000 and above.”

“The ability to provide truly collaborative e-CRM, in order to allow teams of people to understand and quickly react to a single customer’s needs, is absolutely essential. Team members leverage their skills to collectively deliver outstanding service. Barclays clearly understands that”, said Michael Baum, President of Relavis.



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