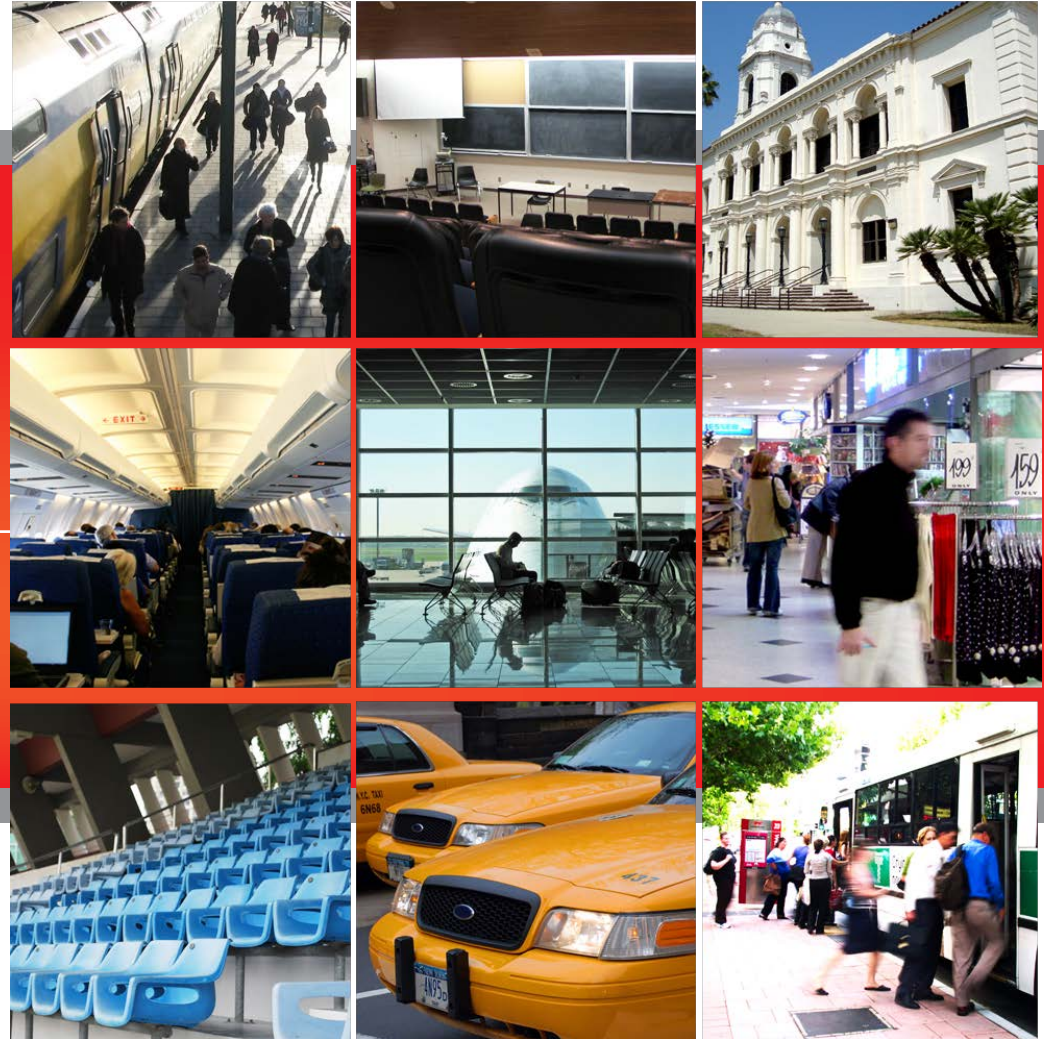


# Asterisk LnF Solution (Lost and Found System)

*powered by Microsoft Dynamics CRM*



*Helping Businesses Run Better*



Microsoft Dynamics CRM



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Retrieving lost items for distraught customers can be a nightmare, not only for the concerned parties themselves but also for the staff handling lost and found item cases. There's the matter of taking down and recording complaints, storing and tagging the unavoidable growing number of lost items, of confirming claims made by individuals, of customers following-up with their query and of eventually closing the case altogether.

It might seem a simple process of tracking down lost items and returning them to the rightful owners but in reality, especially if it concerns large and crowded places such as airports, stadiums, convention centres, shopping malls, hotels, schools, etc., with thousands of people milling in and out of the location, the task can be too enormous to handle. Not to mention locating and identifying items lost in mass transports such as trains taxis, bus, etc. Think of the effort and time that has to be put in for your staff to help upset customers to locate their lost items. Instead of staff individuals focusing on more urgent, revenue building concerns, their attention is now divided in helping and searching for lost items. Their effort might create tension with your customers, as both parties are annoyed: the customer in wanting to be reunited immediately with their lost items and the staff members, tired and confused, their attention now divided in doing their daily duties and in helping the customers.

You can turn the whole negative experience of handling lost and found cases into a more positive one by having not only the most efficient staff but also by having the most effective lost and found system, granted that the item lost is truly safe and within an officer's custody. Accommodating frustrated customers can become easier by having a proficient method of helping them retrieve their lost items. Asterisk LnF Solution (Lost and Found System) offers a quicker way for your staff to help customers regarding their lost items, improving not only the whole customer experience for the latter, but also enhancing the image of your business, by providing excellent assistance to your annoyed customers.

## Why Implement a Lost and Found Solution

**Enhanced Customer Experience** Instead of adding to the aggravation that customers are feeling regarding their lost items, you can help them turn that negative feeling around into a less hostile one by assisting them efficiently through the whole process of retrieving their valuables. A friendly and effective lost and found procedure will not only resonate to your relieved customers, it would also improve the image of your company.

**Improved Staff Productivity** Having a clear and systematic method of generating, managing and closing lost and found cases for your staff would be of a great advantage, as their time is maximized in focusing on more important, revenue building issues, instead of dedicating most of their precious time searching and confirming lost and found claims.

**Multi-channel Case Management** Handle voluminous lost and found cases and related data, providing a quick and painless service in helping customers in reporting and retrieving their lost items.

**Built-in Workflows and Processes** Asterisk LnF Solution (Lost and Found System) already contains a user-friendly function and easy to understand methods, making it easy for your staff to easily comprehend and use the whole solution, lessening the training time in handling and closing lost and found cases.

**Online Reporting Capability** Your customers can quickly file for a report via a multitude of means; they can submit an online report or file in their lost and found claims via email, phone and fax.

**Inventory Management** Tagging found items and preparing them for safekeeping is now relatively easier for your staff members, as well as searching, classifying, closing the case itself of even disposing unclaimed items, and handing them over to other agencies, etc.

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## Asterisk LnF Solution Value Proposition

**User-Friendly** - Microsoft Office users would find the system familiar and easy to use, lessening the training time to use the system, unlike in other LnF solution.

**Pre-determined Procedures** - Easy to understand and to follow methods are already included in the system, ready to be use immediately for your staff members.

**Access Anywhere** - Asterisk LnF Solution (Lost and Found System) can be easily accessed anytime and anywhere, with its web-based application features, compared to other systems that only be accessed from a remote, rigid location.

**Effective Tracking and Monitoring Process** - An auto-enabled trail is readily available, making it easy for the management to check and confirm pending and closed lost and found cases.

**Ease of Integration** - Asterisk LnF Solution (Lost and Found System) is powered by Microsoft Dynamics CRM, enabling it to be seamlessly integrated with other Microsoft programs and softwares, not to mention its hub and spoke feature, harmonizing it with a completely different software, such as SAP, Oracle, etc.

## Typical Business Challenges in Lost and Found Scenarios

### Growing Trends

- Statistically proven than Lost and Found cases is growing year on year globally
- Cosmopolitan and other public places population density and getting higher

### Customer Experience

- Help to enhance customer experience being a good host
- Accommodate these scenario in more structured and customer friendly manner
- Turn negative experience (Lost) to positive (Found)

### Technology

- Requires easy and fast to deploy system
- Cater to multi-channel case management
- Built-in workflows and processes
- Inventory Management for non-company asset items

## Why Choose Microsoft Dynamics CRM for your Lost and Found Solution

**Familiar and easy to integrate** If the majority of your organization is already using Microsoft Office tools such as Outlook and Excel, they would find it easy to use Microsoft Dynamics CRM as well. Not only is it familiar to your staff, it can also integrate well with your current Microsoft systems, making it easy to streamline workflows and business processes.

**Quality capabilities** Microsoft Dynamics is recognized for category-leading capabilities by:

- The Forrester Wave: CRM Suites Customer Service Solutions, July 2010.
- The Forrester Wave™: CRM Suites for Midsized Organizations, June 2010.
- The Forrester Wave™: CRM Suites for Large Organizations, June 2010.

Microsoft invests over \$2 billion dollars in cloud infrastructure every year, ensuring that our customers takes fully advantage of the cloud trends, activities and economies.

**Fast ROI, Low TCO** When considering factors that affect total cost of ownership (TCO)—such as licensing, services, training, deployment, administration, and maintenance—Microsoft Dynamics NAV is regarded by many customers and industry analysts as one of the best values in the industry.

**Sure-Step Methodology** Microsoft has the Sure-Step methodology which gives customers a better understanding of how the CRM system would be implemented, what practices would be followed and what processes would be involved.

**Tested and Reliable** Having more than 85,000 installations in multiple countries and the global network of Microsoft partners makes it a tested and highly effective, world-class solution

**Continued excellence** With over 9.5 billion dollar budget in research and development, you can be assured of the revolutionary level of quality Microsoft Dynamics offers to its customers

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## Lost and Found System Solution Map



## Customer Service Personas in Lost and Found System (Role-Based Security)



**Person 1**  
Customer Service Manager  
Call Center Manager  
Lost and Found Manager  
Escalation Manager



**Person 2**  
Customer Service Representative  
LnF Message Centre  
LnF Items Inventory Supervisor  
Claims Escalation



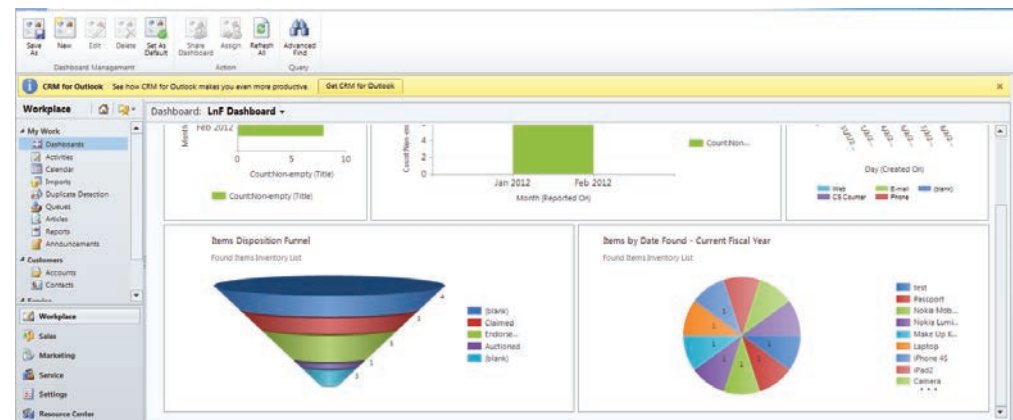
**Person 3**  
LnF Counter/Receptionist  
Lost and Found Reception  
Claims Representative

## Reports and Analytics

- LnF Charts and Dashboard
- 5 Monitoring Charts
- 1 Management Dashboard
- Excel Based Pivot-Table Reports
- Unlimited number depending on Staff requirements
- Driven by Training to be conducted by our Consultants

## Businesses and Locations Suitable for Lost and Found Solutions

Event Venues	Mass Transports	Public Places/ Mass Crowds
Convention centers	Trains	Schools
Stadiums	Taxis	Hospitals
Cinema	Buses	Airports
	Airlines	Hotels
		Malls
		Office Campuses



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## Lost Item Case Management

- Receive lost item cases
- Lost Cases can be logged via online Form, person to person, email ,phone and fax
- Capture details of contact person
- Trigger workflows and alerts
- Conduct search and matching

## Found Item Case Management

- Receive found items cases
- Capture items description and details
- Tag found items and prepare for safekeeping

## Claims Case Management

- Capture claims from potential lost item owners
- Search items for possible claims match
- Capture claims requests and details of person claiming the item
- Close the Lost and Found cases associated with the claims.

## Items/Disposition Management

- Record items details
- Classify and categorize Items
- Associate items with a Lost and Found cases
- Dispose items such as handing over to other agency, donation or auction of items

## Lost and Found Reports

Date Found (Month)	Item Category	Tag Number	Name	Item Category	Storage Location	Disposition Status	Estimated Value
<b>Summary, 2012</b>							
<b>Controlled/Regulated</b>							
	ITM-2012-02-00014		Box of Mango	Controlled/Regulated	Authority Custody		
<b>Petty Item</b>							
	ITM-2012-02-00011		Make Up Kit Bag	Petty Item	Lost and Found Storage -HQ		
	ITM-2012-01-00001		Umbrella	Petty Item	Lost and Found Storage -HQ	Delisted	
<b>Valuable - Personal</b>							
	ITM-2012-02-00008		iPad2	Valuable - Personal	Lost and Found Storage -HQ		
	ITM-2012-02-00012		Nokia Lumia Phone	Valuable - Personal	Lost and Found Storage -Branch		
	ITM-2012-02-00013		Passport	Valuable - Personal	Lost and Found Storage -HQ		
	ITM-2012-01-00001		iPhone 4S	Valuable - Personal	Lost and Found Storage -HQ	Hold Extended	\$1,100.00
	ITM-2012-01-00006		Laptop	Valuable - Personal	Lost and Found Storage -HQ		RM4,500.00
	ITM-2012-01-00007		Camera	Valuable - Personal	Lost and Found Storage -HQ		\$3,500.00
<b>February, 2012</b>							
<b>Valuable - Company</b>							
	ITM-2012-02-00015		Asus Laptop	Valuable - Company	Lost and Found Storage -HQ		

## Alerts and Workflows

## Lost Case to Found Items Matching Algorithm

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## Profile

Founded on 1988, Asterisk Computer (FE) Pte Ltd has been in the consulting business for 20 years, making us one of the market leaders in implementing & deploying business enterprise application software solutions as well as in customer relationship management solutions. With more than 2,000 licensed customer users, 50 highly esteemed & experienced consultants (averaging an experience of 10 years and more) and global committed partners, we have effectively serviced a variety of business industries by giving them the best practice for their industry.

Our 20 years of experience in IT consultancy, software innovation and our best practice of industry solutioning-methodology have given us teeming domain knowledge and keen insights in helping our customers to run their business

## Awards

- 2011 Microsoft Dynamics President's Club
- 2010 Microsoft Dynamics President's Club
- 2008 Microsoft Dynamics President's Club
- 2007 Microsoft Dynamics President's Club
- 2010 Microsoft Dynamics ERP Partner of The Year
- 2011 Accredited Microsoft Sales Specialist
- 2011 Accredited Microsoft Pre-Sales Specialist
- 2011 Accredited Microsoft Sure-step Project Methodologies Specialist
- 2011 Accredited Microsoft C-Side Development Specialist
- 2011 Nominee for the Microsoft Dynamics ERP Partner of The Year



Microsoft Dynamics CRM

**PRESIDENT'S CLUB**  
*for Microsoft Dynamics*

## Technical Features

Built entirely on top of Microsoft Dynamics CRM 2011  
(On Premise/CRM Online)

Web-based Application accessible anytime, anywhere

Out of the box support for Multi-channel Case Management  
(Service Counters, Email, Online Form)

Auto-enabled Audit Trail for Tracking and Compliance

Preserved Microsoft Dynamics CRM out of the box  
Entities for potential usage to other business applications

*Available on Microsoft Dynamics CRM 2011 (on Premise version)  
and Microsoft Dynamics CRM 2011 Online (Cloud version)*

### Asterisk Computer (FE) Pte Ltd

80 Genting Lane, #09-10 Ruby Industrial  
Complex, SG 349565

### Sales Enquiry

email : sales@asterisk.com.sg

Tel : +65 6748 8727

Fax : +65 6744 9220

### Support Helpdesk

email : support@asterisk.com.sg

Tel: +65 6744 5527

