

For immediate release

Fuji Xerox Enhances SkyDesk Service Overseas by Providing Fuller Apps in Hong Kong

Launches SkyDesk CRM and SkyDesk Cards Paid Plans

TOKYO, October 16, 2014 – In an aim to support users in accelerating their global businesses, starting October 16 Fuji Xerox Co., Ltd. will enhance its cloud based business communications service, [SkyDesk Service](#)^{Note1}, in Hong Kong by launching the paid plans of two of its major apps—[SkyDesk CRM](#) (Customer Relationship Management) and [SkyDesk Cards](#)—in addition to the existing free-of-charge basic SkyDesk apps. Unlike the free plans, the paid plans of SkyDesk CRM and SkyDesk Cards will be through the local sales company, [Fuji Xerox \(Hong Kong\) Limited](#), who will not only provide SkyDesk CRM and SkyDesk Cards but also related services such as support and consultation on the introduction of these apps.

The paid plans of SkyDesk CRM and SkyDesk Cards will be an addition to the apps' current paid plan coverage of Japan, Singapore and Australia.

The SkyDesk CRM app helps share sales-related data across the user's organization by centrally managing its customer information, the history of contacts made with customers, and the status of negotiations. This supports a series of sales processes, including marketing, management of business negotiations and customer support. The app also visualizes the status of the organization's sales activities in the form of reports, which helps staff respond in the best way to each customer, thus helping to prevent the loss of business opportunities, make negotiations more successful, and enhance the entire organization's sales ability. The app can be customized as necessary according to how the company works and can be accessed from outside the company through mobile terminals.

The SkyDesk Cards app increases the efficiency of managing customer information by enabling users to register, manage and share business card data. Users can digitize business cards by taking photographs with a smartphone or by scanning the cards, and can complete the registration of the card data simply by checking and correcting the text data converted by optical character recognition (OCR). The registered data can be filtered and searched by using tags and can also be used as data on potential customers in the SkyDesk CRM app.

Note 1: Using the public cloud, SkyDesk Service offers various apps, mainly for sales force automation (SFA), that are required in a diverse range of business communications in the small- and medium-sized business (SMB) market such as emailing, document management and report creation. For all apps, only basic functions can be used free of charge.

Notes: SkyDesk CRM paid plan: Standard/Professional/Enterprise
SkyDesk Cards paid plan: Professional/Enterprise
Other paid plans of the SkyDesk Service are not available in Hong Kong.

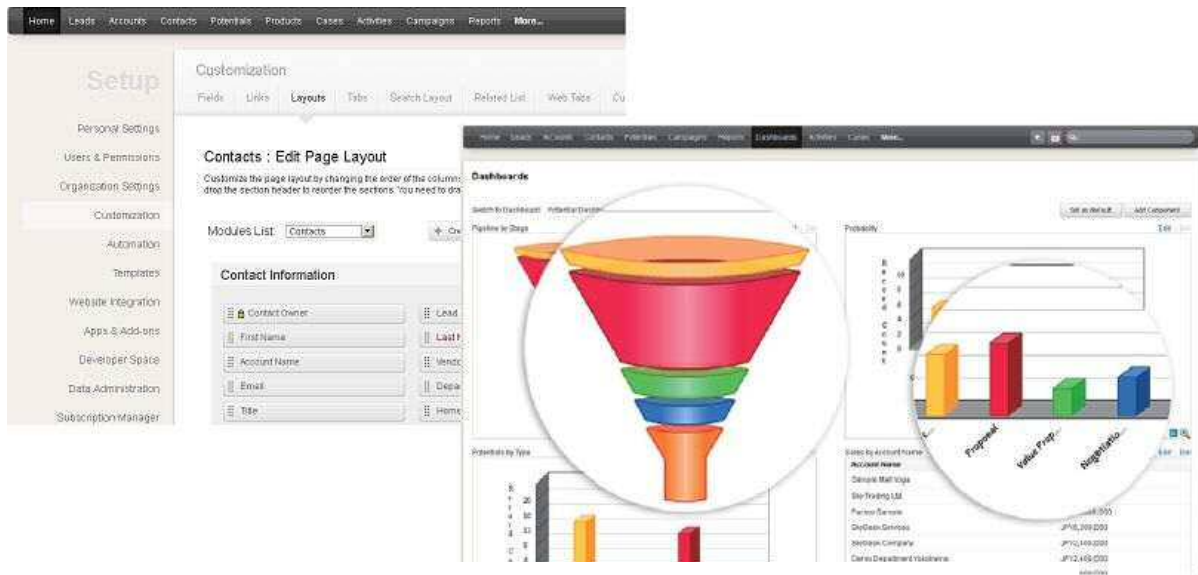


Figure: Examples of SkyDesk CRM screens

SkyDesk CRM Standard/Professional/Enterprise Specification

Plans	Free service	Standard	Professional	Enterprise
Number of members of CRM Organization				
Number of members of CRM Organization	3	Unlimited	Unlimited	Unlimited
Marketing support				
Email template	Up to 2	Up to 100	Unlimited	Unlimited
Email marketing (mass email)	-	250/day	500/day	1,000/day
Email auto send	-	-	-	Available
Inventory management				
Product management, price list, quotations, invoices, etc.	-	-	Available	Available
Storage capacity				
Initial capacity/CRM Organization	256 MB/organization	256 MB/user	256 MB/user	512 MB/user
Additional capacity (1GB)/CRM Organization (Paid)	-	Available	Available	Available
Data management				
Number of records	5,000	100,000	Unlimited	Unlimited
Data import (number of records per import)	1,000	10,000	20,000	20,000
Workflow management				
Workflow rules	-	3/tag	10/tag	30/tag
Escalation rules for inquiries	-	-	-	Available

*For each plan's details, see the comparison chart on the SkyDesk website.

SkyDesk Cards Professional/Enterprise Specification

Plans	Free service	Professional	Enterprise
Maximum number of business cards to register per person	Up to 50	Up to 1,000	Up to 3,000
Maximum number of business cards to share per organization	-	Up to 15,000	Up to 30,000
Organizational sharing	-	Available	Available

Related websites

➤ Service Information:

<http://www.skydesk.hk/>

➤ SkyDesk CRM:

<http://www.skydesk.hk/crm/>

➤ SkyDesk Cards:

<http://www.skydesk.hk/cards/>

➤ SkyDesk-Global official Facebook page:

<https://www.facebook.com/FujiXeroxSkyDeskGlobal>

➤ Use via smartphones:

<https://www.skydesk.jp/en/mobile/app.html>

➤ Case studies on the introduction of SkyDesk (Japanese only):

<https://www.skydesk.jp/ja/solutions/customer/>

➤ For inquiries:

<https://www.skydesk.jp/en/esales/inquiry/purchase-inquiry.html>

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