

The right  
solution  
for connecting  
**with today's  
constituents.**



**intertrac**  
BY COMPUTERWORKS

# Robust Solutions

intertrac solutions can be fully customized for your users' unique needs. Its robust features, forms, and views are designed to help you track and manage any information that comes into your office. Need something not listed here? Just ask.

**We've got you covered.**



## Using intertrac's Correspondence solution, users can:

- Draft letters in Microsoft Word
- Reply to automatically grouped mail
- Send automatically generated responses
- Route mail for approval
- Log and track Executive Correspondence



## Through intertrac's Newsletters solution, users can:

- Use the Builder to create, test, and send outreach mail
- Drag and drop design elements onto the page
- Edit the source HTML
- Generate micro-targeted mailing lists
- Conduct A/B Testing to improve conversion rates
- Add emojis to the Subject line to catch readers' attention
- Build custom surveys and polls
- Analyze results, including opens, click-throughs, and non-deliverables



## Through intertrac's Scheduling solution, users can:

- Sync calendars for all staff with Microsoft Outlook
- Generate custom reports
- Create and collaborate across group, staff, meeting room, and invitation calendars
- With appropriate security privileges, view Executive calendars and schedule appointments



## intertrac's feature-rich Contacts solution

is where users can keep an up-to-date rolodex of every contact, customer, staff, business, vendor, or agency important to your office. With intertrac, users always have a full contact history at their fingertips.



**intertrac's Casework solution** provides users with the ability to record and track any case related information right out of the box. Fully configurable, its dynamic fields can be set to change based on the case type and workflow. Examples of casework applications include legal cases, complaint tracking, grants, board appointments, and projects.



**With intertrac's New Media solution,** users can manage press contacts and news releases, integrate with official Facebook and Twitter accounts, and schedule no-hassle telephone town hall events.



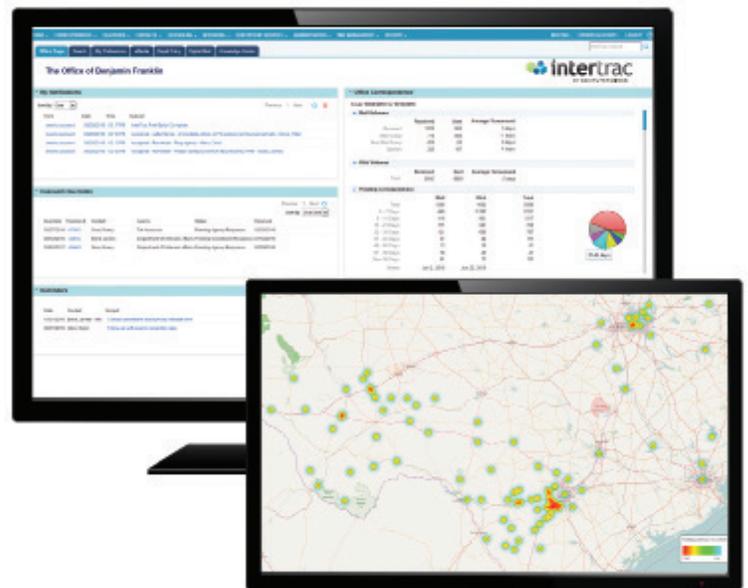
**With intertrac's Knowledge Center,** your organization has one central location to store and track office information such as news clippings, photographs, videos, briefing, training materials, policies and procedures, speeches, and more.



**intertrac's Reporting tool** supplies users with a library of reports and analytics to measure essential data, such as turnaround reports, ranked reports, heat maps, and trend reports. With the scheduled report feature, key analytics are automatically delivered right to the user's inbox or Home Page.



intertrac<sup>®</sup> for Government is award-winning Customer Relationship Management software that serves as an information management and collaboration tool. The system **creates** and tracks forms and documents for information pertinent to your office. It **communicates** that information to targeted audiences, managing its flow in and out of your office. And it helps your staff **collaborate** to respond to your constituents quickly and efficiently, so you can get back to the business of government.



### intertrac is simple to use and easy to implement

- Browser based; Mac and PC compatible
- Integrates with any website solution
- Onsite or cloud hosting
- Rapid deployment
- CMMI Level 2 Rated
- Security rich and reliable architecture
- Premium technical support

the right solution

# The intertrac Difference

When you're comparing  
apples to apples, what  
makes intertrac stand out?

COMPUTERWORKS

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Albany, NY 12211

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info@computerworks.com  
www.computerworks.com

CMMI<sup>®</sup> Level 2 Rated



## Our support team

With intertrac, you always get premium technical support. At ComputerWorks, we value each and every opportunity to serve you. When you call our office, you'll speak directly with technicians dedicated to your office. And if you have to call back, you'll have a direct line to the same person so you can pick up right where you left off. Still need more help? We have experts onsite every day, offering hands-on technical support and additional coaching for any intertrac users who need guidance.

## Designed for YOU

When you choose intertrac, we will configure the system and develop custom reports for your office's unique needs. We will review every question, request, and suggestion that you send us. Because we continuously enhance the system based on user feedback, intertrac is actually a system that our user community helped design. And we make sure intertrac works exactly for YOU.

In a basket of apples, that's what  
makes intertrac an orange.