

**NETBASE**

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# **NETBASE JSC**

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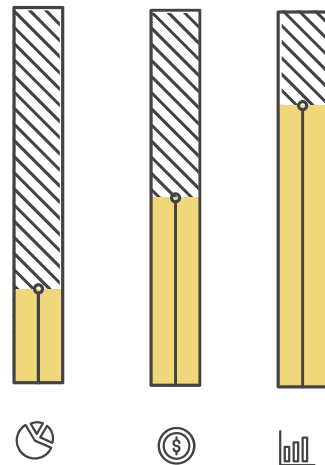
**Your Trusted CRM  
& IT Solution Partner**



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## TOP RATED VALUES



1,000+

Worldwide clients and Projects

## OUR PARTNER LOCATION



SINCE 2010

# Our Global B2B Client



**Open Sources  
Project**



**B2B Agency  
Business**



**Software  
Company**



**SAAS  
StartUp**

The logo consists of a dark blue square at the top with the word "NETBASE" in white, and a yellow vertical bar below it with the word "NETBASE" in blue and red.

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# Problems That We Have Experience



## Problems That We Have Experience

### Operations Efficiency Challenges

- 1 Overwhelmed with handling everything while focusing on core competency
- 2 Lack of B2B sales & marketing knowledge and right management system
- 3 Unstable in Sales & Operation Cost Management
- 4 Confusing in Connect, Control the Human resources inhouse & outsourcing



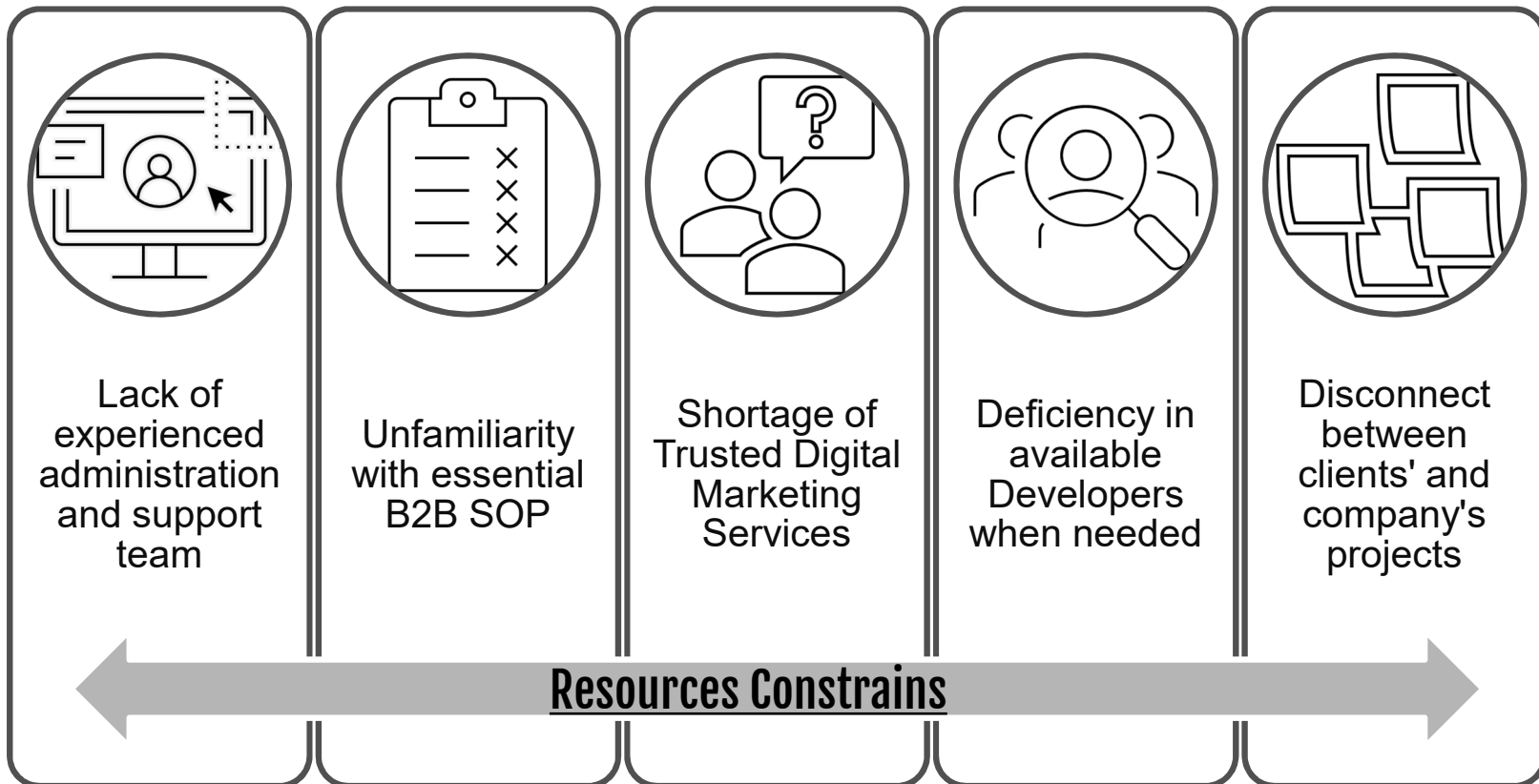
## Inadequate Customer Acquisition and Support Infrastructure

- ⑩ Ineffective Visitor-to-Lead capture
- ⑩ Poor freemium-to-client conversion
- ⑩ Insufficient resource for customized solutions
- ⑩ Absence of a CRM-integrated Support Desk
- ⑩ Inadequate operational and client support tasks tracking
- ⑩ Don't have enough sales funnels setting and cross-selling

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## Lack Of Effective Inhouse Team & Operation Resource Management



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# Don't Have A Central Platform Designed Specialized For B2b Operation





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**How could we solved  
these problems?**



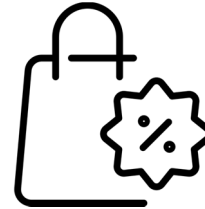


# OUR SOLUTIONS FOR B2B BUSINESS



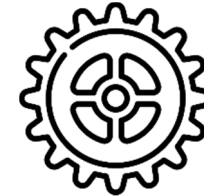
We deploy a full Help Desk and CRM to immediately enhance partner SOP operation

**HELP DESK PLATFORM  
AND B2B CRM**



We join force with our partner in their B2B sales and support activities

**SALES & OPERATION  
MANAGEMENT**



We agile partner's development resource with better ROI and Growth

**CO-SOURCING AND  
PARTNERSHIP**

Netbase JSC provides the consultancy/ solutions & contribute the success to businesses partners all over the world



# Help Desk Platform and B2B CRM

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Transform Customer  
Support Operations

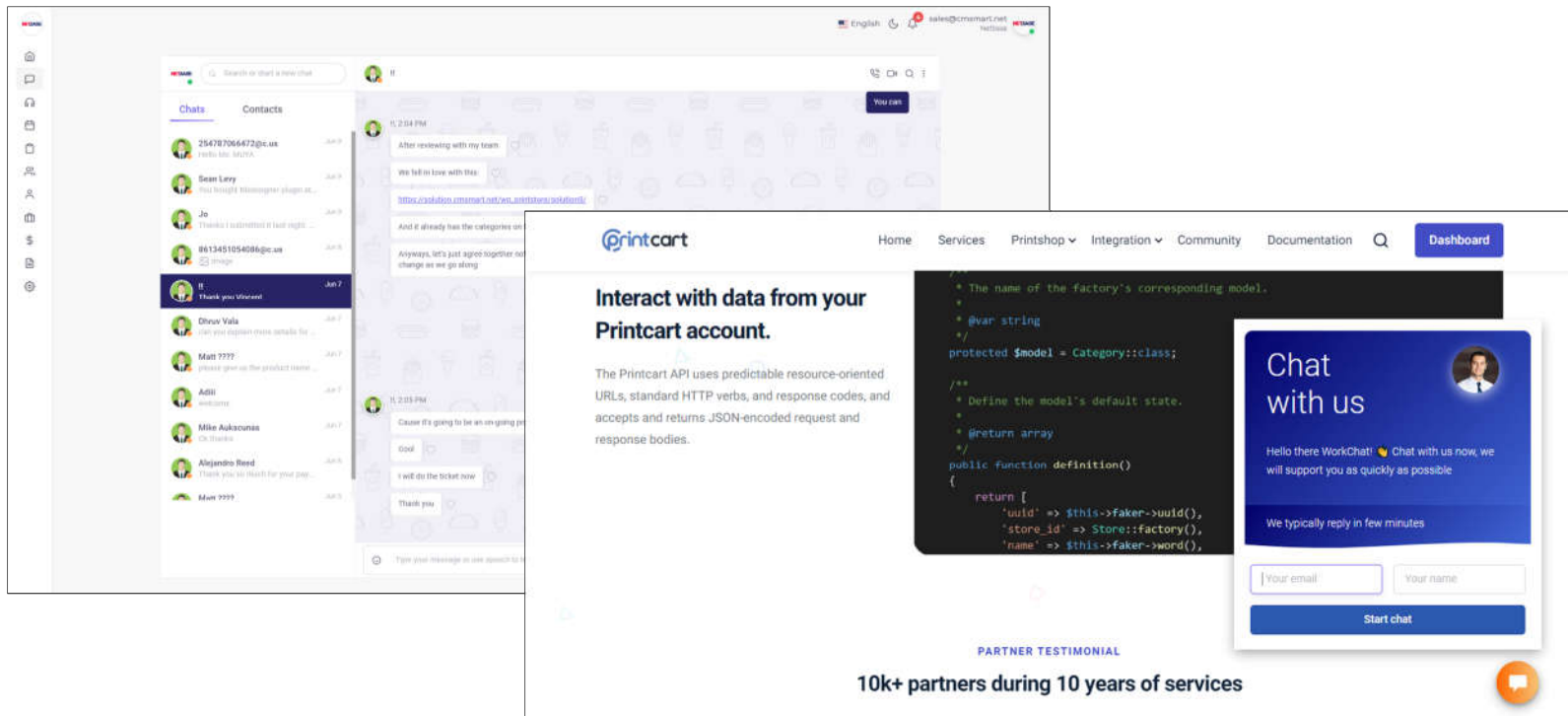


# Centralize Sales Chat & Client Request

- ✓ We develop WorkChat application to centralize Chat Channels into 1 central dashboard
- ✓ All marketing form, sales chat for both private Account Manager will be sysned with the platform
- ✓ Integrate the Client Chat about the project with internal team for effective project communication

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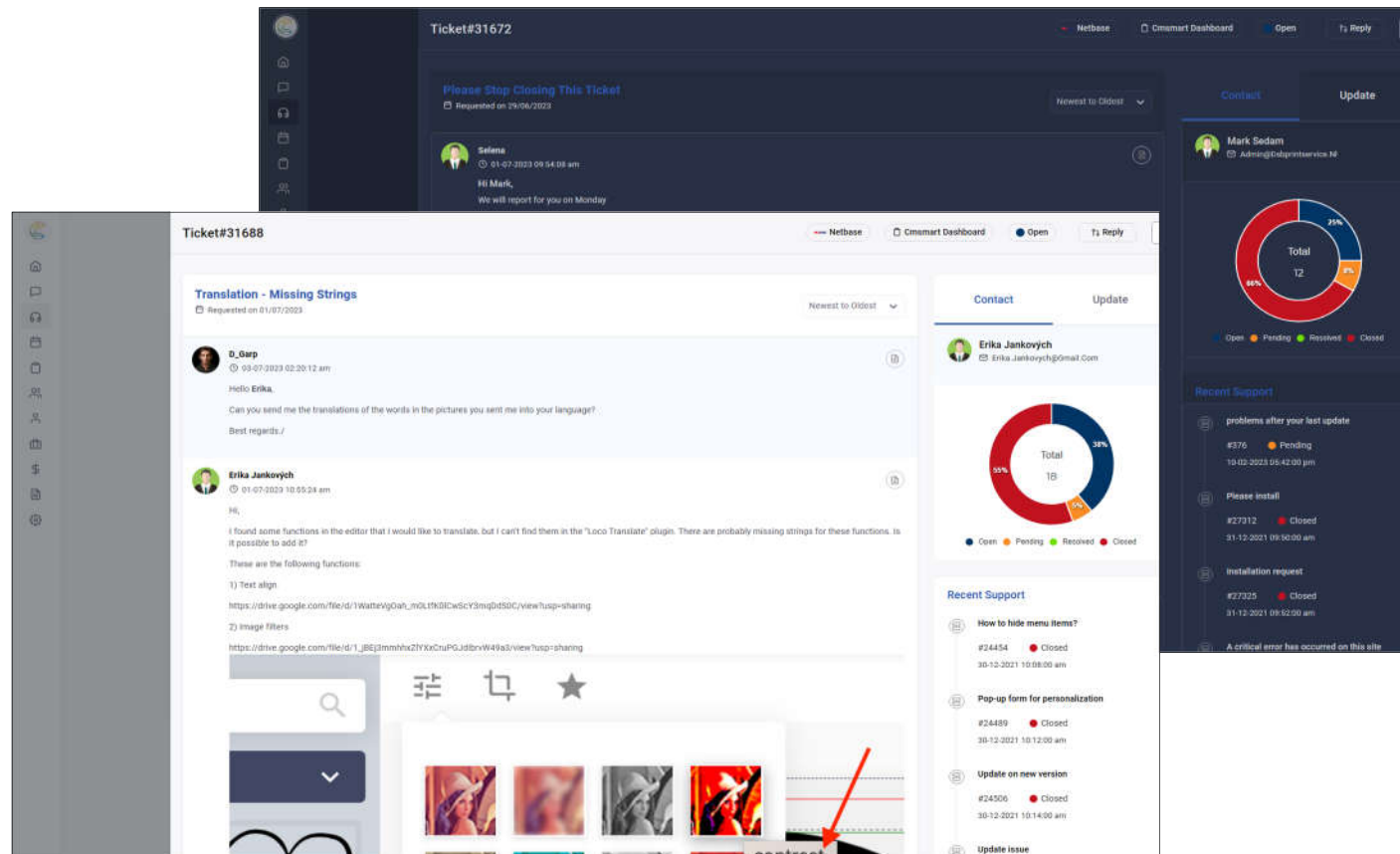


# Swift Ticket Management and Resolving Issues with Ease

- ✓ Streamline and Automate Ticket creation, assignment, and tracking processes.
- ✓ Prioritize and Categorize tickets based on Urgency and impact for efficient resolution.
- ✓ Consolidate and centralize ticket information for easy access and collaboration.

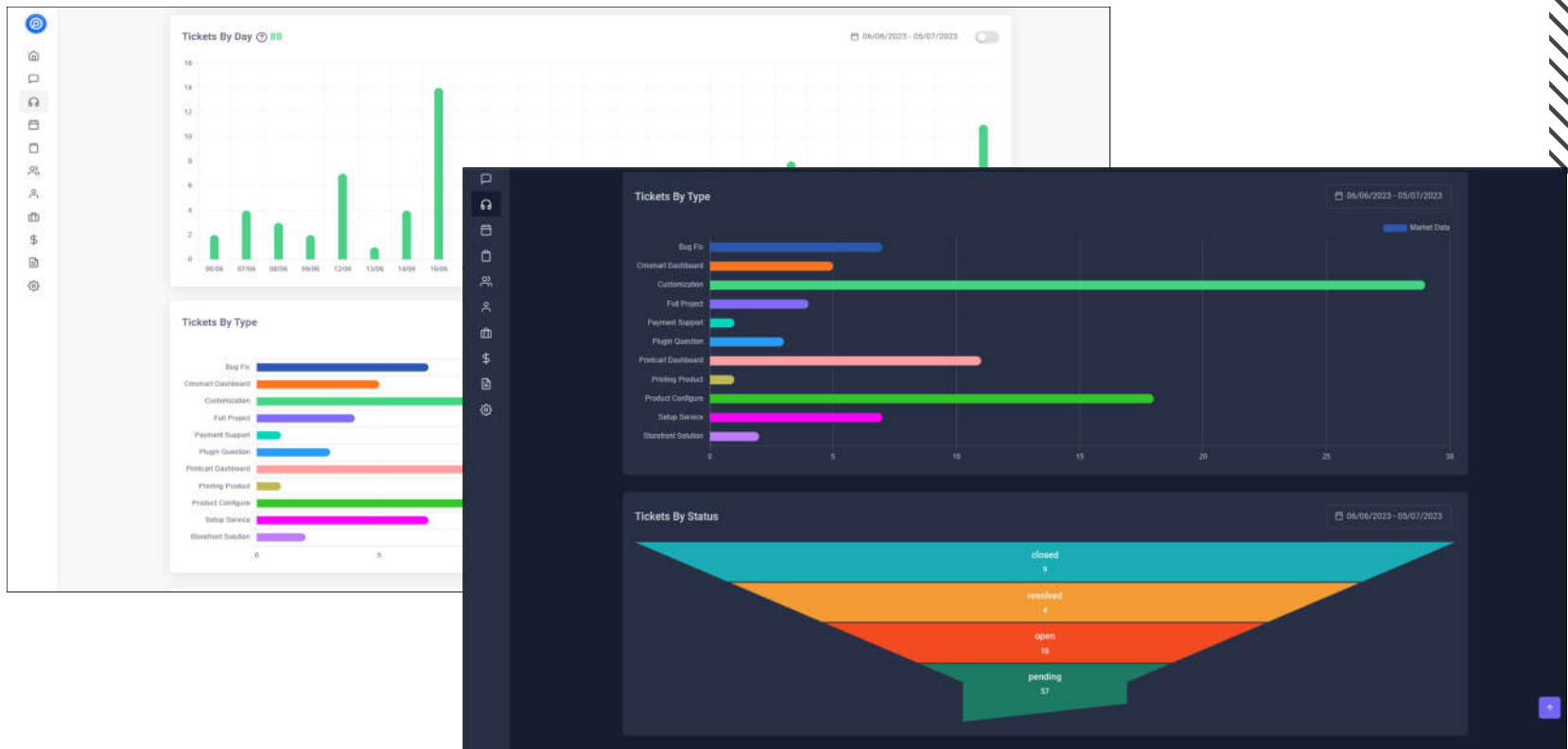
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# Data-Driven Insights through Reporting and Analytics

- Identify Opportunities for training and skill development based on performance data.
- Gain insights into support trends, bottlenecks, and areas for improvement.
- Make data-driven decisions to optimize support processes and enhance customer experiences.



# Automate Workflows for Enhanced Productivity

- ❑ Free up time for support teams to focus on complex and high-value tasks.
- ❑ Ensure with a consistent and standardized procedures for better services delivery.
- ❑ Streamline the processes such as ticket routing, follow-ups.

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**Ticket#31678**

Andres  
04-01-2023 09:13 am  
Please provide admin information  
<https://imgur.com/0gpfu0g>  
I need it to activate your license key for you

Andy  
04-01-2023 09:40 am  
I have reduced this invoice's billing cycle every 1 month. It  
That should be every 6 months as previous and as per your pricing

Item	
Recurring fees	NB Designer   C

Order date: 2022-12-02 11:52:11

Billing cycle: Every 1 months

[Click here to download invoice recurring](#)

**Ticket#31674**

Andy  
04-01-2023 09:03 am  
OK Thanks  
I have hidden it for now thanks

Andres  
04-01-2023 09:08 am  
Hi Andy  
Nice to meet you  
I'm really sorry  
This section is currently blocked by the API, so it cannot be accessed.  
I can help it for you  
We will find an alternative and update it on the latest version for you  
Can I help it for you?  
Thank you so much  
Best Regards

Andy  
04-01-2023 10:26 am

Agent: Netbase (andres@netbase.net)

Priority: medium

Type: Onboard Dashboard

Channel Name: dashboard.1.monster.net

Status: pending

[Update](#)

Premium version stopped working  
#30491 Closed  
04-01-2023 11:11:08 am

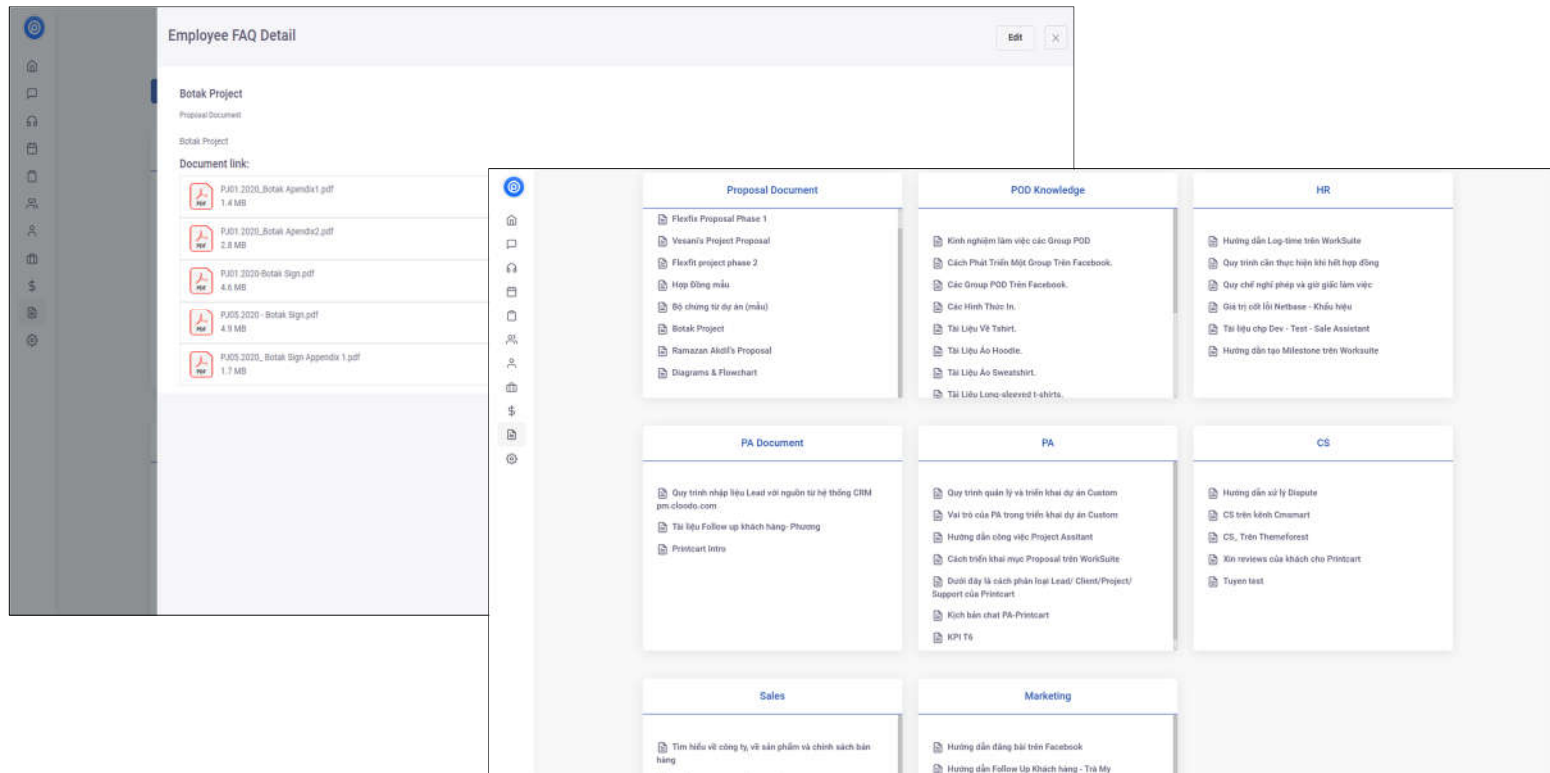
NBDesigner stopped working again

# Empowering with a Robust Knowledge Base

- ✓ Continuously update and expand knowledge base based on user feedback and emerging trends.
- ✓ Build a comprehensive knowledge base with FAQs, troubleshooting guides, and best practices.
- ✓ Enhance Support Tickets Process by providing easy access to relevant information.

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# Building Strong Customer Relationships with B2B CRM

- Manage and track customer interactions, preference, and history in a centralized place.
- Build Strong relationships by personalizing communications and offering tailored solutions.
- Enable effective Lead Management and opportunity tracking for improved sales conversions.

The screenshot displays the NETBASE B2B CRM interface. On the left, a sidebar contains navigation icons. The main area is divided into two sections. The top section, titled 'Edit Support', contains a form with fields for Ticket Subject, Project, Requester, Priority, Agent, Type, Channel Name, and Status. The bottom section, titled 'Clients', shows a list of clients with columns for ID, Name, Email, Company Name, Category, Sub Category, Create Date, and Actions. The list includes 10 clients, each with a profile picture, name, email, company name, category, sub-category, create date, and an 'Edit' button.

**Edit Support Form:**

Ticket Subject *	Project	Requester *	Priority *
Upload (uploads?)	GoClickPress.com	Alsen Kabir [alsenkabir@hazzcorp.com]	medium

Agent *	Type *	Channel Name *	Status
Netbase [sales@cosmart.net]	Cosmart Dashboard	dashboard.cosmart.net	open

**Clients List:**

ID	Name	Email	Company Name	Category	Sub Category	Create Date	Actions
37434	COSMETIKLAB	direction.cs...	COSMETIKLAB	No update	No update	4 July 2023	Edit
37433	Aboujmin mina	hullure@gm...	COSMETIKLAB	No update	No update	4 July 2023	Edit
37432	LUAY ALYAMANI	lwal.agrouf...	COSMETIKLAB	No update	No update	4 July 2023	Edit
37431	Aristides Pap...	mailbox@p...	COSMETIKLAB	No update	No update	4 July 2023	Edit
37424	David	daniel@stis...	COSMETIKLAB	No update	No update	4 July 2023	Edit
37416	Lathin Evans	lathin.evans...	COSMETIKLAB	No update	No update	3 July 2023	Edit
37410	محمد عبد الله بن...	grapum@g...	COSMETIKLAB	No update	No update	3 July 2023	Edit
37409	Nasrullah satter	nasrullah@...	COSMETIKLAB	No update	No update	3 July 2023	Edit
37408	Olie Mufayi Oll	homeding@...	COSMETIKLAB	No update	No update	3 July 2023	Edit
37395	vean gorham s...	vean@buris...	COSMETIKLAB	No update	No update	2 July 2023	Edit

# Sales and Marketing Management

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From Leads to Conversions



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# Lead Generation and Capture Made Easy

- ✓ Automate lead qualification and routing to ensure prompt follow-up and nurturing.
- ✓ Integrate lead capture forms and landing pages for seamless lead acquisition.
- ✓ Maximize lead generation efforts through data-driven insights and optimization.

The screenshot displays the Netbase CRM interface. The top section shows a lead profile for 'Printing@ The Custom T Shirt Shop'. The profile includes fields for Note, Lead Source (Blogify), Lead Category (No Update), Status (Lead), Lead Value (0), and Next Follow Up (2023-07-07). Below the profile is a table of leads.

ID	Client Name	Assigned Agent	Category	Lead Source	Status	Create Date	Action
22199	DTT Sheet	No Update	No Update	Shopify	No Update	01/07/2023	edit
22149	Printing@ The Custom T Shirt Shop	No Update	No Update	Shopify	Lead	01/07/2023	edit
22042	Douglas Brandy	No Update	No Update	Shopify	No Update	29/06/2023	edit
21679	Jania Graciele Rocha das Neves	No Update	No Update	Shopify	No Update	23/06/2023	edit
21648	Yash Parekh	No Update	No Update	Shopify	No Update	22/06/2023	edit
21468	Mike Connolly	No Update	No Update	Shopify	No Update	16/06/2023	edit
21465	hodu CC	No Update	No Update	Shopify	No Update	16/06/2023	edit
21104	COO Team	No Update	No Update	Shopify	No Update	12/06/2023	edit
20893	Steven Zukalis	No Update	No Update	Shopify	No Update	11/06/2023	edit
20747	My Dupen	No Update	No Update	Shopify	No Update	11/06/2023	edit

# Nurturing and Managing Leads for Higher Conversions

- Implement Lead Scoring and Segmentation to prioritize and tailor nurturing efforts.
- Track lead interactions and behaviors to identify sales-ready opportunities.
- Nurture leads with personalized and automated communication workflows.

The screenshot displays the Netbase CRM interface. On the left, a sidebar contains navigation icons. The main area is divided into two panels. The top panel shows the profile of 'Andy' with fields for Full Name, Email, Official Website, Company Name, Mobile, Gender, Office Phone Number, Facebook, Twitter, skype, LinkedIn, GST/VAT Number, Address, State, City, Postal Code, and Language. The bottom panel shows the 'IonSign - Sign Letter Printing' project overview, including tabs for Overview, Members, Milestones, Tasks, and Tasks Board. The Overview tab displays project details such as Members (4), Status (In progress), Category (No update), Project Budget (No update), Hours Allocated (No update), Task number (0), Start Date (2023-07-05), Deadline (No update), Company Name (CHAMART COMMERCIAL), and a Task section with 'No Task'.

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# Enhancing Sales Collaboration and Communication

- ✓ Centralize customer information and sales activities for improved visibility and coordination.
- ✓ Enable real-time updates and notifications for enhanced team productivity and responsiveness.
- ✓ Streamline sales processes such as quote generation, proposal management, and contract signing.

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The image displays two screenshots of the Netbase Proposal Management interface. The left screenshot shows a list of proposals with columns for ID, View, Edit, Author, Lead, Agent, Total, and Status. The right screenshot shows a similar list but with additional columns for Create Date and Due Date.

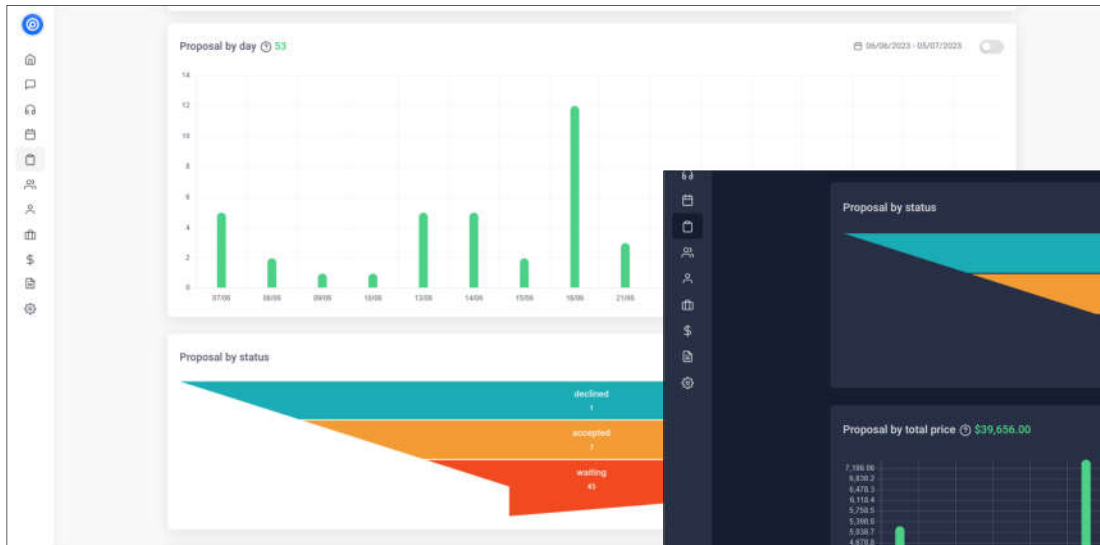
ID	View	Edit	Author	Lead	Agent	Total	Status	Create Date	Due Date
19957	View	Edit	Netbase	Brentley	Le Thi Chau	\$ 99	Waiting	05/07/2023	05/07/2023
19955	View	Edit	Netbase	COISMETHLAB d...	Le Thi Chau	\$ 153.83	Waiting	04/07/2023	04/07/2023
19954	View	Edit	Netbase	shoqhim mine fu...	Le Thi Chau	\$ 153.83	Waiting	04/07/2023	04/07/2023
19953	View	Edit	Netbase	Aristoteles Popada	Le Thi Chau	\$ 279.69	Waiting	05/07/2023	05/07/2023
19951	View	Edit	Netbase	Lukton Evans	Le Thi Chau	\$ 59	Completed	05/07/2023	05/07/2023
19949	View	Edit	Huy Do	Natal Padari	Pham Thi Thanh Tui	\$ 400	Waiting	27/06/2023	27/06/2023
19948	View	Edit	Huy Do	Mipe Media GmbH	Nguyen Thi Dan	\$ 300	Waiting	26/06/2023	26/06/2023
19947	View	Edit	Netbase	Kho Mufaji Ode M...	Le Thi Chau	\$ 79.79	Waiting	27/06/2023	27/06/2023
19946	View	Edit	Netbase	Mipe Media GmbH	Le Thi Chau	\$ 79.79	Waiting	27/06/2023	27/06/2023
19944	View	Edit	Netbase	Khalid Ali gansom	Le Thi Chau	\$ 167.87	Waiting	05/06/2023	05/06/2023

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# Sales Performance Analytics for Informed Decisions

- ✓ Generate sales dashboards and reports for real-time insights into individual and team performance.
- ✓ Utilize sales analytics to identify upselling and cross-selling opportunities for existing customers.
- ✓ Identify top-performing sales strategies and optimize sales processes based on data-driven insights

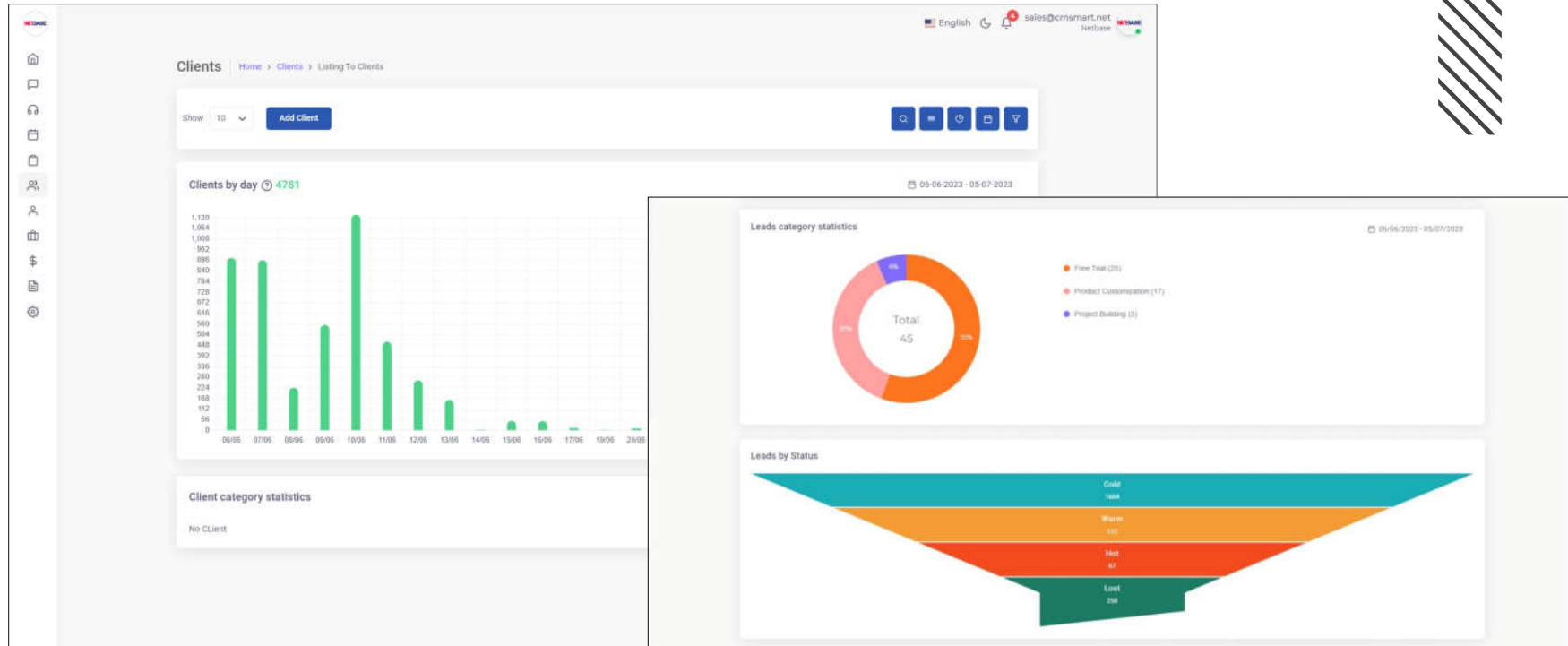


# Utilizing CRM to Boost Sales Efficiency

- Capture and track customer interactions, preferences, and purchase history.
- Leverage CRM data to personalize sales and marketing efforts for improved customer engagement.
- Maximize the use of CRM capabilities to centralize and manage customer data.

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# Enhanced Operation Process

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Overcoming Challenges  
with Outsourcing

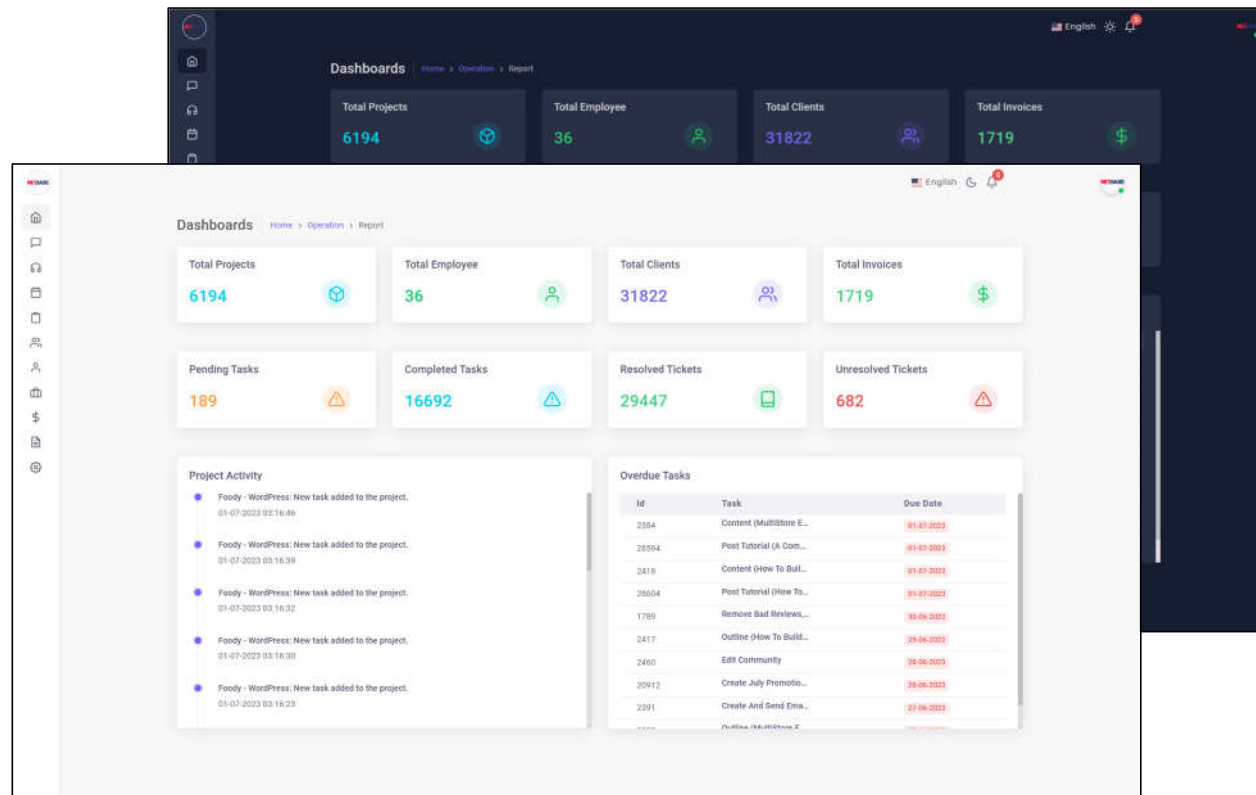




# A PM platform to manage both Inhouse and Client's project

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Experience enhanced productivity and streamlined operations with a powerful all-in-one solution that combines project management, task tracking, team collaboration, and integrated HRM and CRM capabilities.

# Agile milestone development and OKR operation

- ❑ We arrange all the project development into Milestone with can be measure weekly or monthly
- ❑ We also organize operation into milestone with clear KPI to initiate OKR orientation operation
- ❑ All the milestone is managed with task and relates financial transaction to ensure the smooth operation management

The screenshot displays the NETBASE project management interface. It features two overlapping windows showing project details and task lists.

**Custom SomChai AWS**

Project Summary:

- 1. Deploy code the AWS Lightbulb (Project code)
- 2. Deploy Database the AWS RDS
- 3. Deploy Cache the AWS ElastiCache

Task List:

ID	Task	Project	Assigned To	Due Date	Status
2290	Deploy code the AWS Lightbulb	PRINTEC Customizes	[User Icon]	2023-06-09	Completed
2300	Deploy Database the AWS RDS	PRINTEC Customizes	[User Icon]	2023-06-09	Completed
2311	Deploy Cache the AWS ElastiCache	PRINTEC Customizes	[User Icon]	2023-06-09	Completed

**Custom Shopify Audrey Gelato**

Project Summary:

- 1. Setup App Private the Shopify của khách
- 2. Setup API Key trên Gelato (7% khách hàng cùng cấp)
- 3. Setup Product trên Dashboard Printcart để đồng bộ với product trên Gelato
- 4. Setup Deploy Lambda kết nối đồng bộ order (order từ Shopify gửi webhook order về Printcart từ printcart báo webhook order sang Gelato)
- 5. Kiểm tra lại một task

Task List:

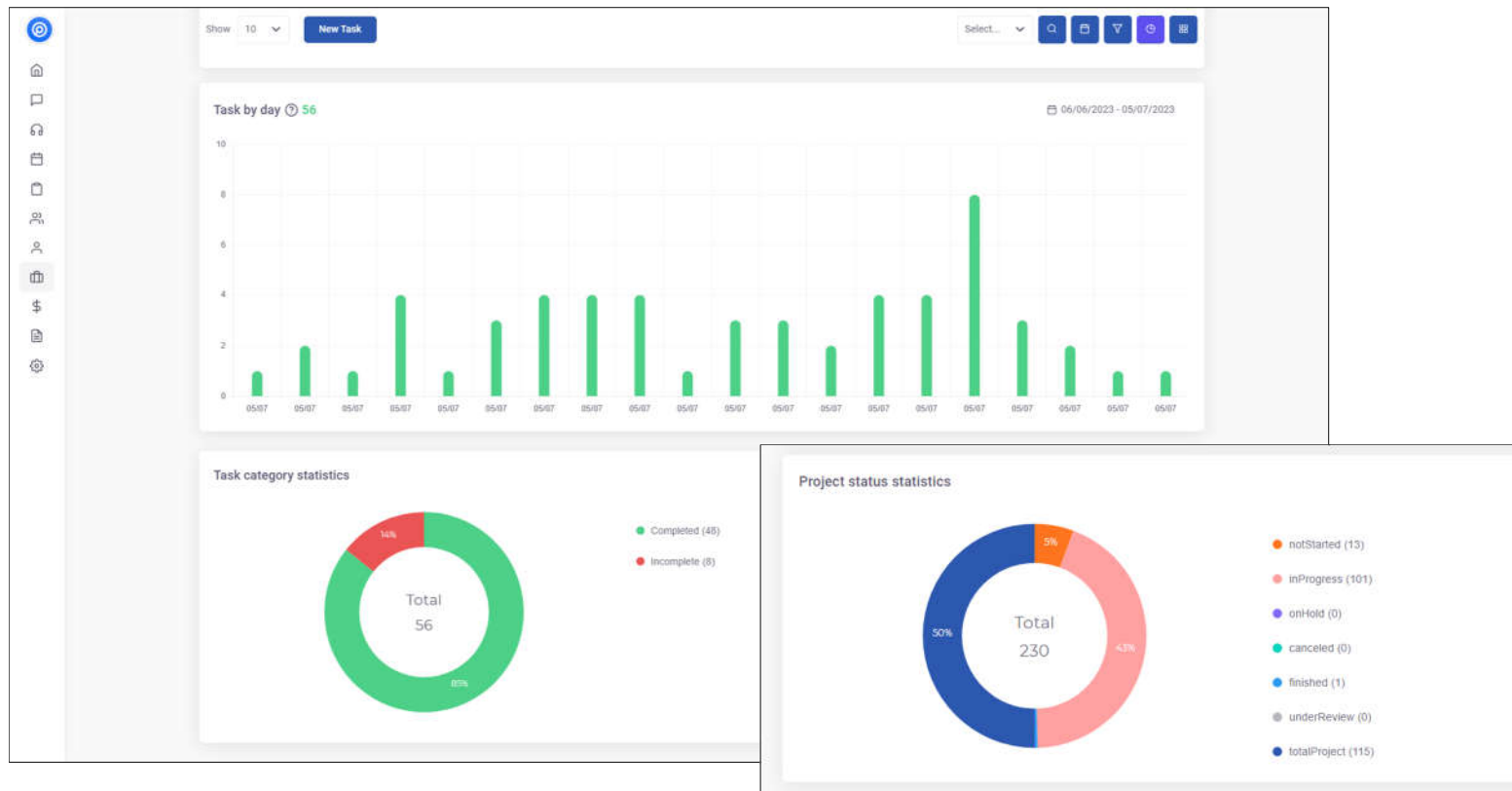
ID	Task	Project	Assigned To	Due Date	Status
2240	Setup App Private trên Shopify...	PRINTEC Customizes	[User Icon]	2023-06-04	Completed
2295	Setup API Key trên Gelato (7...	PRINTEC Customizes	[User Icon]	2023-06-03	Completed
2390	Setup Product trên Dashboard...	PRINTEC Customizes	[User Icon]	2023-06-09	Completed
2367	Setup Deploy Lambda kết nối...	PRINTEC Customizes	[User Icon]	2023-06-09	Completed
2399	Kiểm tra lại một task	PRINTEC Customizes	[User Icon]	2023-06-09	Completed

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# Rapid Project Deployment and Time-to-market

- Tracking & Providing end-to-end project management for initiatives, from planning to execution.
- Allocate resources effectively and manage project risks and dependencies.
- Monitor project progress, track milestones, and deliver projects within budget and schedule.



# Custom Proposal for Each B2B Client

- ❑ A Proposal system to Provide customize solution for client project from core technology
- ❑ Tracking the performance of Consultance and Solution of the organization as well as increase Cross-Sell
- ❑ Build up a Project Assistant team with the client to foster a strong working relationship.

## Proposal Summary

Dear dang le,

After due consideration of your company's current needs and plans, we have come up with a thorough proposal that will best serve your interests. The terms of this proposal have been precisely tailored to fit the demands and circumstances of your firm. On behalf of Netbase Outsourcing, I would like to present this business proposal letter in response to your ticket number () in the following:

Customer's Problem:

Customer's Request: Only the owner can see their designs, currently everyone can see other designers' designs.

CMSmart's Solution: Customization is deliberately appreciated to fit the needs.

CMSmart's Roadmap for the Project:

Phase 1: Payment Process

The phase is about to get going on .....

Phase 2: Customize Process

The phase is about to get going on .....

Phase 3: Checking Process

The phase is about to get going on.....

The Projects' Status: Accepted

## Proposal Summary

Dear Ingo Brandenburger,

We hope this proposal finds you well. We are delighted to have the opportunity to assist you with the German translation of the Printcart Plugin. At Printcart, we understand the importance of catering to a diverse range of customers and offering multilingual support is a key aspect of our commitment to exceptional user experience.

After thoroughly reviewing your requirements, we have identified two options for achieving the German translation of the Printcart Plugin. Please find the details of each option below:

### Option 1: Translation of Plugin Keywords

We will provide you with a comprehensive list of keywords within the plugin that require translation. You can translate these keywords into German, ensuring that the language accurately reflects your target audience's preferences. Once the translation is complete, we will integrate the German version into a separate deployment of the Printcart Plugin specifically tailored for your use.

### Option 2: Custom Language Feature

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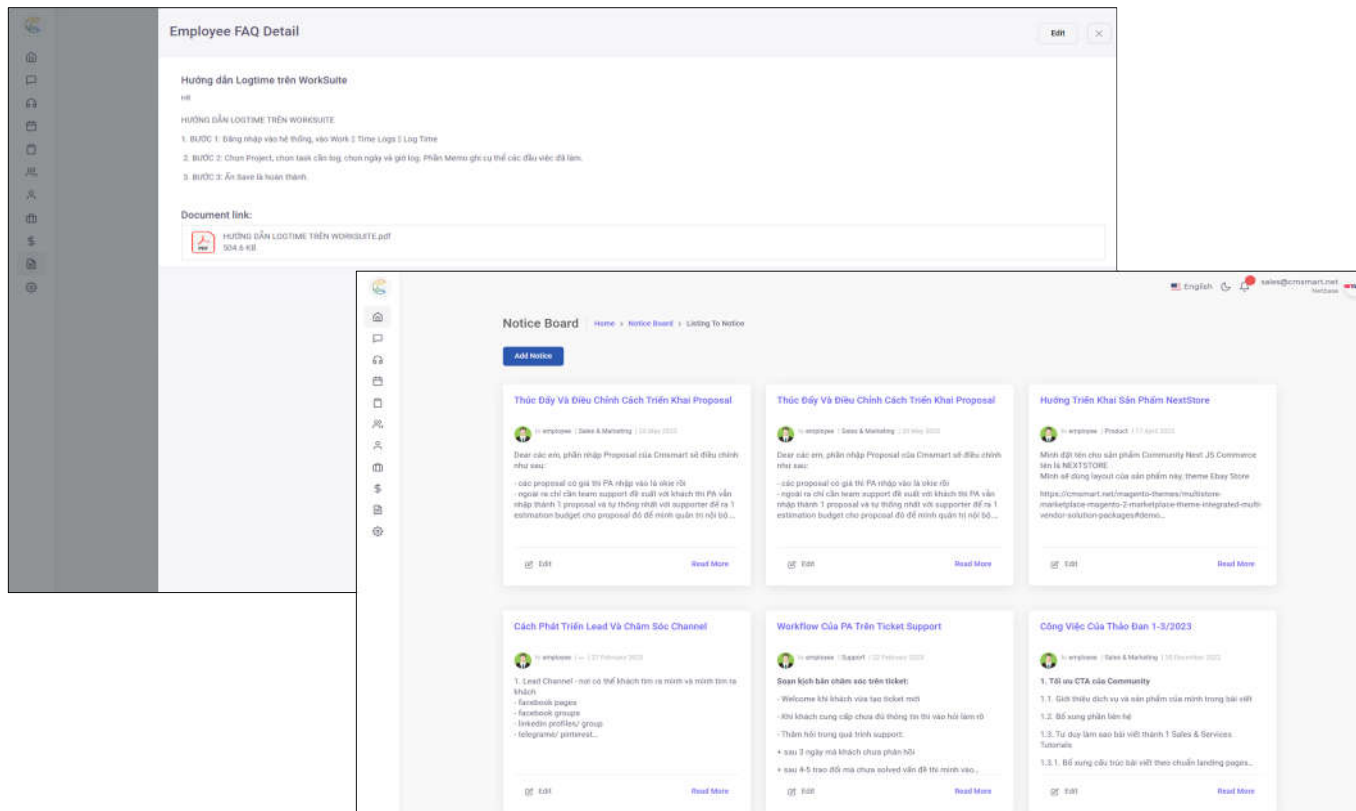
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# Agile Learning Culture and Continuous Improvement

- ✓ Offer knowledgeable and skilled technical support agents to address customer queries and issues.
- ✓ Provide regular training and skill development opportunities for support agents to enhance their expertise.
- ✓ Implement proactive monitoring and maintenance to identify and address potential issues.

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**How Can We  
Work Together?**



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## We set up B2B partnership

Phase 1: Set up WorkSuite for your Business

We help to set up a WorkSuite for your business to bring our competence to your operation

P2: Sales & Operations Initiatives

We discuss together to identify the business services that you need to improve your sales & operation and how we can work together

P3: B2B Partners

When your operation is qualified and integrated into the network, we growth together as B2B services partners



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## Some Questions that Partners often raised

How can I know that we need your solution?

Start listing out your problems and we can discuss detail suggestion to improve your operation. You can also start to set up free WorkSuite and working on it until you want to go on



How is the fee if we want to deploy the platform?

The platform are SaaS freemium so it is free forever for standard features. We will charge rationable fee for premium features. For strategic partners we will not charge platform fee thanks to the income that collecting during business opeation



How can we quickly integrate WorkSuite with our other current platforms?

We provide the API for data intergration with and to any other platform, and you can hire our team to do it for you, event with feature customization especially for your organization



How can I become a B2B services provider on the platform?

We offer WorkSpace for any agency to provide their B2B services which then need to be qualified from time to time. We also support listing digital projects and products to promote and make more sales lead from Marketplace





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THANKS FOR READING

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Phone: 0937 869689 (Mr. Huy Nguyen, CEO)

