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## Pollution Risk Services

Integrated Contact Management for Microsoft Outlook

## Company Profile: Pollution Risk Services

Pollution Risk Services is a privately owned, Cincinnati-based company that designs and implements unique business solutions for pollution concerns. Their staff includes remediation, engineering, insurance, and business professionals. This combination of professionals allows Pollution Risk Services to quickly understand their client's business concerns and develop customized solutions best fitting their needs.

Their environmental professionals have the breadth of expertise to qualify environmental conditions and oversee remediation site work contractors to return a client's business site to regulatory compliance, efficiently and cost-effectively. Their environmental professionals have remediated well over 3000 contaminated sites. In addition to actual site work, business and insurance professionals structure customized programs to protect the client's corporate assets while resolving associated financial issues.

By combining the right mix of insurance products with quality remediation services, PRS is positioned to provide the highest available financial protection for companies with pollution concerns.

## *The Challenge*

The president of Pollution Risk Services, Mr. Mark Mather, wanted to stay on top of the projects they were running. At any given moment PRS may have many projects in progress, some at the initial stage of review while others are nearing completion. As a result, PRS recognized that it had the following critical needs:

- **The ability to view all activities with a customer or prospect from Microsoft Outlook**  
A lot of the communications between PRS and their customers was via e-mail or phone calls. As PRS grew and the number of projects increased, it was becoming very difficult for everyone to know what was going on.
- **Centralized filing of documents as they come in via e-mail**  
Due to the nature of their business, PRS has to deal with a large number of electronic documents. They recognized the need for a system that could store these e-mail attachments in a central location instead of sending countless copies between team members – copies which would quickly become out of date.
- **A management dashboard that consolidated all project information**  
As president, Mark Mather required a consolidated view of all the activities, documents, contacts and other critical information for a project, and needed a convenient interface to get at this information.

## ***The Solution: Teamscope CRM™ for Outlook®***

PRS evaluated several products that provided Customer Relationship Management capabilities including Microsoft CRM. They found these products to be too big and far too expensive for their needs, and they did not integrate seamlessly with Microsoft Outlook. After a web search performed by a consultant working with them, they discovered TeamScope's Teamscope CRM™ for Outlook®.

Teamscope CRM™ for Outlook® provided the key features they were looking for at a reasonable price. With Teamscope CRM™ for Outlook®, they are able to view all activities performed by everyone on their team for any customer, and they can store documents in a central network storage area and still be able to access the documents from the original e-mails through embedded links. Of particular importance was Teamscope CRM™ for Outlook®'s Projects feature that allowed them to pull together all of the disparate information about a project and, through the Teamscope CRM™ for Outlook® Digital Dashboard, provide an easy-to-use consolidation of this information in an integrated web browser interface from within Outlook.

*"After looking at a number of CRM products, we were impressed with the wide range of features and great integration with Microsoft Outlook, all at a very affordable price! Our president is delighted that he can get updates on every project we are working on directly from Outlook."*

**Lisa Sainato  
Project Coordinator  
Pollution Risk Services**

## ***TeamScope Benefits***

TeamScope Software develops and markets CRM and other collaboration software based on Microsoft's Outlook and Exchange Server technology. Utilizing the advanced data integration and communication capabilities of these key Microsoft platforms, TeamScope creates products that accelerate business processes and dramatically enhance individual and group productivity.

Fundamentally, TeamScope's software products augment and extend Outlook and Exchange to supply dedicated business solutions for broad classes of business needs, such as Customer Relationship Management (CRM) and business process workflow control.

TeamScope was founded in 1999 by software industry veterans Phil Seeman and Paul Woodworth. The founding principle of the company is to make work easier to do and to increase management effectiveness in daily business operations. While many software products offered in the market today are installed as separate applications, TeamScope's unique approach is to create advances within the Outlook/Exchange environment itself. By doing the extra work to tightly integrate these systems, TeamScope solutions streamline any business function that incorporates email communication, contact management, or task coordination.