

Amduus Information Works, Inc. develops enterprise level software for commercial, non-profit, and government agencies and organizations. Industries include manufacturing, service, health care, judicial systems, law enforcement, e-commerce, and real estate. The company develops software per specification as well runs it's own Software as a Service (SaaS) applications.

Originally formed in California's Silicon Valley in 2001, the company moved it's presence to Flint, MI in 2003.



Amduus Information Works, Inc.  
<http://www.amduus.com>

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Technical Services  
For  
Business And Government

Incorporated in 2001

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## **Customer-Facing Applications**

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- **Customer Integration** – Your customers may want your systems to tell them something – use web services or machine readable files to keep your customer's informed.
- **Vendor Integration** – You are a customer too! Set up integrations with your vendors to inform them of needs and to understand their available resources.
- **E-Commerce** – Allow your customers to purchase directly over the web instead of working with a sales specialist.
- **Configuration and Quotation** – Allow the kitting of a product or service with optional features and the quotation of providing it.

- **Content Management System** – Software that helps organize web sites in form and function. Allows non-HTML writers to manipulate the web site.
- **Dispute Resolution Workflow** – Software that can accept a dispute and route it through the correct people and statuses to see it through completion. As it is routed the customer can see what state it is in.
- **Work Order Entry** – Accept work orders that are more heterogeneous than what a catalog can accept. Examples might be building maintenance, apartment complex maintenance, cable TV installation, etc.
- **Returns Authorization** – Make sure equipment or product has an authorization and explanation why before allowing the customer to return the product for restocking or repair.

### **Differentiate your organization from your competition.**

Supplement the interaction with your company via the internet. Having an internet presence provides “polish” with benefits for you and the customer.

### **Ease interaction with your company by electronic means.**

Web applications allow your customer's to interact with the company 24 hours a day 365 days a year.

### **Remain competitive in your industry.**

Do you find your competition using the internet to enhance their position in the marketplace? How can you do so too?

### **Multiply the capabilities of your work force.**

Automate the mundane allowing your work force to focus on the important aspects of your business – the unique circumstances of your customer.