

For Additional Information:
Internet eBusiness Solutions, Inc.
Attn: Client Relations
Phone: 954-888-9223
Email: info@iescrm.com

FOR IMMEDIATE RELEASE

Internet eBusiness Solutions completes integration and deployment of CRM interface to Microsoft® Dynamics Great Plains for leading Swiss watch manufacturer.

FT LAUDERDALE, FLORIDA September, 7 2010 Since its founding in Switzerland 1837, Invicta (*the Latin word for “Invincible”*) www.invictawatch.com has created timepieces of exceptional design and construction. Privately owned and operated, the Invicta Watch Group maintains its international reputation for craftsmanship by strict adherence to a hands-on approach throughout all aspects of its world-wide operations. When Invicta, a long-time Dynamics GP client of IES, recognized that they needed a better solution to post-sale customer support, they collaborated with IES to specify an integrated customer facing web site interface utilizing the power and capabilities of Dynamics Great Plains and CRM.

IES developed a customization of both GP and CRM to provide one-screen links to warranty processing, shipment tracking, event recording, payment acceptance-processing-confirmation, and transactional recording. Since the deployment of this solution, Invicta customers can directly enter a “Case” to track warranty and repairs in real-time. By following their Case through the stages of inspection, transit, repair, and return shipping while being able to see actual photographs of their items, Invicta customers can be assured that their valuable timepieces are being accurately tracked throughout this cycle.

Invicta reports that the IES integration of CRM/GP has improved their internal controls while significantly reducing the repair cycle and the amount of live customer support required to open and process a warranty or repair case. Customers know the status of their Case at all times, and can access progress updates 24/7 from anywhere that is web enabled. Simplified customer service with better results at lower cost equals another win-win for IES and its client.

Confidence – Competence – Peace of Mind – the criteria that a business uses to determine the satisfaction they expect from their solutions integrator. Confidence – that their needs are understood, that the proposed solution specifically addresses the totality of the project, and that the time and expenditure estimate is accurate and realized. Competence – that the provider knows the products it represents, knows the best utilization in the applications specified, and will complete a thorough training cycle for

all users. Peace of Mind – that the ongoing relationship is stable and mutually beneficial, that IES responds in a timely, professional manner, and that their problems will be solved. Simply put, IES delivers.

About Internet eBusiness Solutions:

Founded in 2000, IES www.iesgp.com is a Microsoft Gold Certified Partner, recipient of Microsoft Manager's Excellence Award, named to the Microsoft Dynamics President's Club for multiple years, and named as one of CRN Magazine's "Fast Growth 100 Companies" for 2006 and 2007. Utilizing its employed staff of certified consultants and its in-house development staff, IES provides comprehensive software and process solutions for the complete enterprise, enabling businesses to effectively compete in today's international economies.

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