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Z-Firm Announces Support for GoldMine Everywhere Server

GoldMine's #1 third party to support GoldMine Everywhere Server from initial ship date. New initiative to maximize utilization of GoldMine FrontOffice 2000.

Seattle, Wash – July 12, 2000 – Z-Firm LLC, a leading developer of office automation software, has announced support for the GoldMine Everywhere Server, the first suite of wireless and Web-enabled products for the award-winning GoldMine FrontOffice 2000 (GMFO). Z-Firm offerings provide a broad range of office automation features to distributed users with near real-time processing, whether they're using a Web browser, Palm VII Handheld or Thin Client to access GoldMine customer and calendar information.

Z-Firm's fax automation software FaxRush, and order-entry and credit card authorization software CashRush Server, are positioned to add power and functionality for GoldMine users. "Leveraging GoldMine is our mission and our products have been adopted by tens of thousands of users and hundreds of resellers," said Rafael Zimberoff, Z-Firm president. "Now we've extended FaxRush and CashRush to provide outstanding integration and automation for remote users through GoldMine Everywhere Server. As a result, small and medium-sized businesses will realize greater efficiency than ever before to help them keep their competitive edge." FaxRush and CashRush will support the GoldMine Everywhere Server from the day the Everywhere Server ships, according to Zimberoff.

"As one of our leading integrated software vendors, Z-Firm has been making popular extensions to our products for years. We are thrilled that they have chosen to provide support for our newly announced GoldMine Everywhere Server," said Larry Twersky, president, CRM Division, GoldMine Software Corporation. "As we continue to expand our eCRM solutions, the support of our partners will be crucial. Z-Firm's industry-leading solutions provide our customers with powerful server-based solutions for the GoldMine Everywhere Server that let our customers easily trigger and track office automation tasks no matter where they are."

FaxRush Support for GoldMine Everywhere Server

The FaxRush server is accessible to GoldMine Everywhere for the Palm VII Handhelds and GoldMine Everywhere Thin Client users to perform fax and print merge, trigger a packet with selected enclosures from the mail room, ship a parcel via the leading overnight carrier (with enclosure codes to instruct the mail room to include the appropriate enclosures), or deliver documents via the NetMoves Internet document delivery service. Since FaxRush integrates right into the GoldMine user interface, there is no special configuration to make for distributed users. Once the FaxRush Server is configured on the network, all network and distributed users have instant access to its features.

With the FaxRush Server, a sales rep could have the latest product information and pricing faxed into a customer site moments before appearing in the customer's lobby. Alternately, during the sales presentation, the sales rep could initiate a FedEx® shipment of demonstration products from his main office mailroom, and tell the customer the tracking number on the spot.

CashRush Support for GoldMine Everywhere Server

CashRush offers two levels of integration for GoldMine Everywhere users. The first level is its GoldMine awareness. If CashRush is used on the network for order entry, credit card authorization, or Web store authorization, then credit card charge history, and

even full line item detail of orders will be in GoldMine History. Palm VII Handhelds, Web, and Thin Client users can then see all the recent order activity of a customer by accessing customer's history tab.

Additionally, the CashRush API can be used so that GoldMine Everywhere users can even run charges on customer credit cards. For example, a service technician using a Palm VII Handheld to access GoldMine Everywhere could charge a customer's credit card on the spot for services rendered and get quick confirmation on charge approval.

About GoldMine Software Corp.

Founded in 1989, and headquartered in Colorado Springs, GoldMine is a leading, worldwide developer and supplier of software solutions for customer relationship management (CRM) and support management for small-to-medium-sized businesses. GoldMine products have been implemented by more than 700,000 users worldwide with the assistance of its 1,500 Value-Added Resellers. For more information on GoldMine's CRM products, call (310) 454-6800, Fax (310) 454-4848, call sales at (800) 654-3526, or visit www.goldmine.com. For more information on GoldMine's HEAT family of products, please call (800) 776-7889, Fax (719) 536-0620 or visit www.heatsoftware.com.

About Z-Firm LLC

Z-Firm specializes in the development of office automation software for office and marketing productivity. Applications are designed to work with existing customer relationship management software such as GoldMine. Z-Firm products interface seamlessly with and powerfully enable CRM software to automate office tasks and enable large-scale document delivery. Z-Firm was founded in 1992 and is privately held.

The company's flagship product, FaxRush, was awarded "Best of Fax" by the American Facsimile Association in 1998. Z-Firm is a Microsoft Certified Solution Provider. The company is headquartered in Seattle, Wash. and has offices in Santa Rosa, Calif. Visit Z-Firm on the Internet at www.zfirmllc.com.

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