



Customer Care Solution: Project-CRM

Powered by Microsoft Dynamics™ CRM 3.0

An easier way to manage and develop customer relationships:

Use Project-CRM to send and manage e-mail, store business contacts and manage your appointment calendar, update information and schedule tasks without having to switch between applications.

Schedule appointments and meetings: Arrive prepared for important customer meetings. Access full company details, sales opportunities, campaign offers and customer service history for each appointment.

Fully configurable: Project-CRM delivers a personalised, configurable workspace that helps users make more informed business decisions with dynamic analysis and reporting tools.

Access customer information anywhere: Through enhanced data synchronisation and mobility features that will enable your sales, marketing and service personnel to take advantage of the tools and information they need no matter where they are.

Unify customer e-mail and responses: Say goodbye to 'copy and paste' for integrating your inbox and CRM email. Automatically capture entire discussion threads within your customer history records.

Centralised customer information: Keep customer information in a single place. Establish a single shared view of customer and project relationships across your organisation.

Works the way technology should: Project-CRM is based upon the Microsoft Dynamics™ CRM 3.0 solution, and has been designed to be a natural extension of Microsoft Office and Microsoft Office Outlook®. It provides a familiar and intuitive work environment that enables rapid user adoption and productivity.

Quickly find what you're looking for: With optimised data views and queries achieve fast results when searching across large volumes of customer and project information.

Create demand and generate new business: Standard features within Microsoft CRM will improve the way your sales and marketing processes target new customers, manage marketing campaigns and drive sales activities.

Take advantage of your IT infrastructure: Because the product is built on the scalable and secure .NET platform and leverages standard tools and technology, including Microsoft SQL Server™, Microsoft BizTalk® Server, Microsoft Visual Studio®, and Microsoft Dynamics™ CRM 3.0, Project-CRM will allow you to use your existing IT investments and in-house expertise to minimise your total cost of ownership.

Provide added value to your customers: Project-CRM uses the capabilities of the Microsoft Dynamics™ CRM 3.0 service module to allow you to transform everyday service issues into opportunities for enhancing customer relationships.

Respond faster: Find and deliver the right answer to customers in real-time. Leverage the integrated knowledge-base for quick access to procedure manuals, FAQ's and troubleshooting tips.

Problem escalation: Resolve customer issues according to desired service levels. Automatic escalation and routing rules ensure that complex service requests are allocated to appropriate work queues and resources.

Scheduling service requests and resources: Locate and secure professionals best suited to deliver services for your customers. Centralised scheduling and dispatch provides integrated calendar views of available resources.



Project-CRM : Total Customer Care

- Sales Functions
 - Lead/Enquiry Tracking
 - Quotation Management
 - Sales Management
 - Order Management
- Marketing Functions
 - Campaigns
 - Manage Lists
 - Campaign performance
- Customer Service
 - Scheduling
 - Service Contracts
 - Complaint Management
 - Case histories
 - Knowledgebase
- Reporting
 - Links to Excel
 - Dynamic Reporting