

SYSTECH CRM PRESALES & SERVICE MAKE THEM CUSTOMERS NOW & EVER

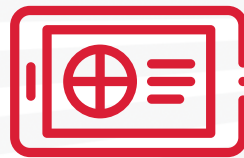
Why Systech CRM?

The aim of every growing business is to acquire new customers while retaining old ones. We have designed Systech CRM to meet the market challenges and keep you stay ahead of the curve. It effectively covers every possible touch point throughout the customer lifecycle in both presales and after sales scenarios thus accelerating your growth. Systech CRM empowers your entire sales and support teams to effectively interact and respond to your prospects thus converting them into your customers and retaining them happily forever.



Web

Business across locations! Stay connected 24X7 from anywhere and on any device. Create a unified platform for your sales and service team, customers and vendors for a win-win



Mobile

Strategic and Exclusive Mobile apps for your field team that synch's with your ERP on a real-time. Business on the go effortlessly!



Analytics & BI

Analyse your presales and service scenarios such as leads, order forecasts, customer uptime, satisfaction levels in your own style and parameters



Digital

An absolutely paperless world. Store item images, customer requirement documents, drawings, etc against the transactions for instant reference and response.



Integration

Integrate Systech CRM with our own ERP and third party ERPs. Import contacts to marketing tools such as mailchimp, etc Automatic alerts and emails to employees and customers such as proposal mails. Stay pro-active before it becomes too late.



PRE SALES

- ▶ Prospect Management ▶ Contact Management ▶ Sales Desk Management
- ▶ Enquiry Reviews ▶ Tele-calling ▶ Sales Quotation ▶ Field Sales Activity
- ▶ Targets and Achievements ▶ Lead Management ▶ Forecast & Funnel
- ▶ Employee Travel ▶ Presales Registers

SERVICE

- ▶ Support Desk Management ▶ Ticket Management ▶ Customer Directory
- ▶ Customer MIF ▶ Onsite Service ▶ Warranty Tracking ▶ ASC Management
- ▶ Task/Time/Rental Services ▶ Spares Management ▶ Service Sales ▶ On-call Service
- ▶ Customer Rating & Priority ▶ Customer Performance ▶ Engineer Performance
- ▶ Engineer Travel ▶ Response, Up/Down times ▶ Customer Feedback ▶ Service Registers

Key Features/Benefits



Dashboards & Scorecards



Configurable workflow



Platform Independent



Quickly Customizable



High User/Data Security



High ROI



No Indirect Costs

Exclusive Android Apps

- ▶ Field Sales Activity
- ▶ Approvals
- ▶ Trade Fairs
- ▶ Field Service Activity

Add-Ons

- ▶ Carry-In Service
- ▶ Approvals
- ▶ Logistics
- ▶ Barcode



Features, Specs & Capabilities shown in this brochure are subject to commercials. Please check proposal document for exact deliverables.