

STREAMLINE YOUR BUSINESS PROCESS BY USING CRM SOLUTION

PRESENTED BY:





ABOUT US

BIZTECHNOSYS Infotech Pvt. Ltd. is an enterprise solution provider offering integrated full-services player in the IT Services sector. Our Services capture the entire value chain of customer's technology requirements from consulting to implementation, testing to support, in the areas of :



B2B



E-Commerce



Real Estate



Finance



Health



IT



Travel



ADDING VALUE - OUR MOTTO

[TALK TO OUR EXPERT](#)



About BIZTECHNOSYS

SOLUTIONS + SERVICE +
SUPPORT

- Our Journey
- Our Vision & Mission
- Philosophy
- Products & Services
- Key Achievements



60+

SITECORE PROJECTS

85+
CRM PROJECTS

260+
CMS PROJECTS

26+
ERP PROJECTS



258+

Projects Completed

450+

Client Network

26+

Global Presence

\$460k

Projects Worth

THE BEST TEAMS AROUND THE WORLD TRUST US





BUSINESS WITHOUT CRM SOFTWARE

Customer Relationship Management(CRM) is a complete business solution for any Company to succeed in this competitive market. CRM is not just to maintain your leads or contacts, but it's an **absolute necessity** solution, streamlining your complete business process and keeping a track of your day-today task in real-time. Sales force management is very much necessary for every business to generate the revenue.

Hence, Biztechnosys CRM Tool is an All in One solution, which is helping and trying to collaborate different departments to one platform.

There are still a few companies, who believe in the old legacy way of doing their business. Such companies are facing a lot of challenges/issues without a tool - CRM solution.

Let's take a look at some of those pain areas that they face;

1. Limited access to data
2. Lesser means to assess and improve customer satisfaction
3. Missing the opportunities to upsell and cross-sell
4. Inefficiently attract and retain customers
5. Juggling between multiple tools
6. Spending several man-hours on manual data entry
7. Accessing Contacts or Deals on the go



WHAT IS CRM?

CRM (Customer Relationship Management) provides a well defined platform for all business domains to communicate with their clients and meet all their needs and demands successfully and to build long-term relationship.

CRM's focus is on helping businesses to manage their relationship with their customers. Irrespective to the size of the businesses, it is helpful for your business relationship with individual people like colleagues and suppliers as well.

It involves the efficient management of all your customers' contact data and using them to improve your interactions with your customers. Customer relationship management is a important factor that every business is serious about its profitability has to take seriously.





3 TYPES OF CRM SOFTWARE



OPERATIONAL CRM

- Sales automation
- Marketing automation
- Service automation



ANALYTICAL CRM

- Data warehousing
- Data mining
- Online analytical processing (OLAP)



COLLABORATIVE CRM

- Interaction management
- Channel management
- Document management



5 Ways

How CRM can add-on for a Business's SUCCESS





FEATURES OF CRM

Every business industry emphasizes on a long term relationship with their customers to nurture its stability in today's competitive market. Nowadays, Customer's expectations are not only limited to get best products and services, they also need a business in which they want to receive exactly what they demand and in a quick time.

CRM involves various components and sub features to perform effectively. It performs various functions such as marketing, manufacturing customer service, field sales etc. All these functions of CRM system directly or indirectly involve the participation of customers with the organization in order to ensure quality service delivery.

Elements of CRM:

- People Management
- Lead Management
- Sales force automation
- Customer Service
- Workflow automation
- Business Reporting
- Analytics



Sales Process

Marketing Campaign (Planning & Execution)





DATA-DRIVEN DASHBOARDS

- History
- Upcoming Activities
- Funnel
- Opportunities by Stage
- Sales Pipeline
- Total Revenue
- Top Opportunities
- Leads by Status
- Leads by Source
- Leads by Industry
- Overdue Activities
- Key Metrics
- Tag Cloud
- Total Amount by Sales stage

Customize the Dashboard through the - Mini List

Interactive Dashboard

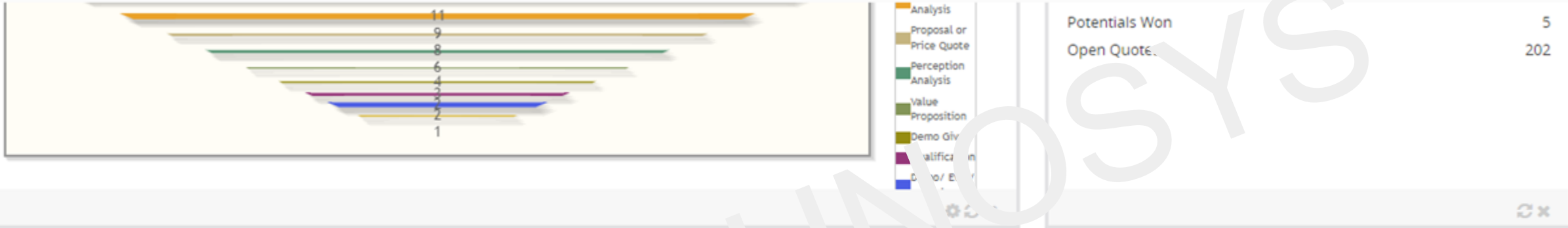
provides the Summarized reports on the entire Process



DATA-DRIVEN DASHBOARDS



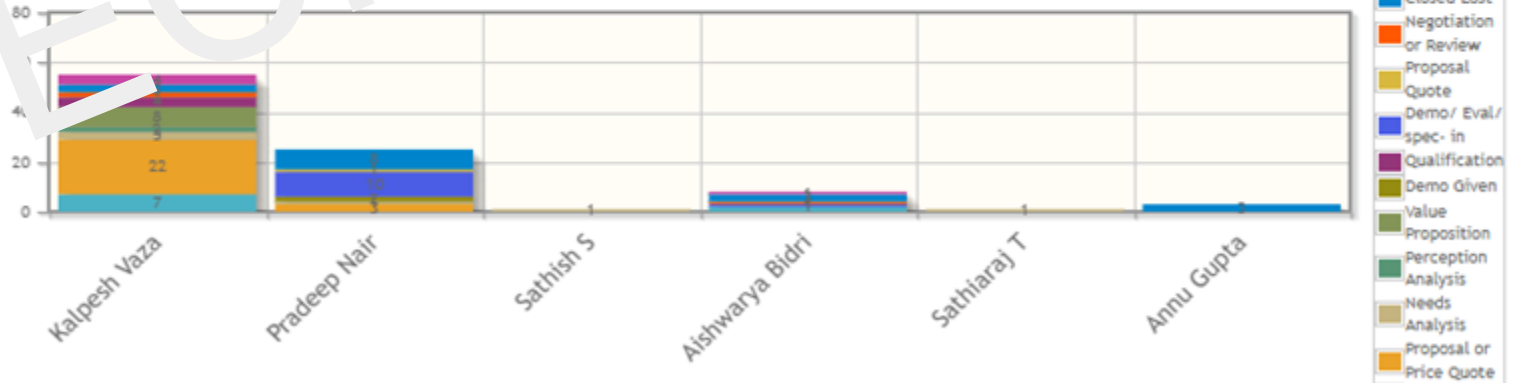
HOME



Top Opportunities

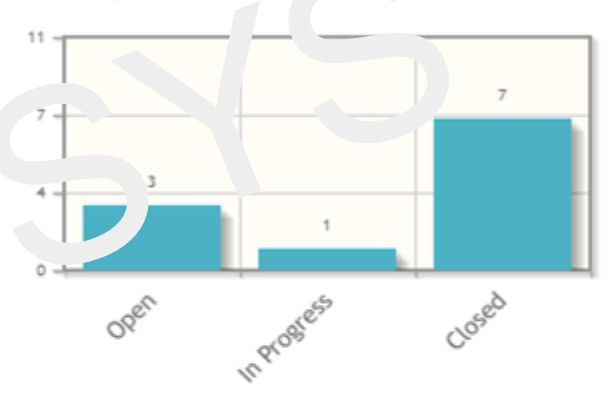
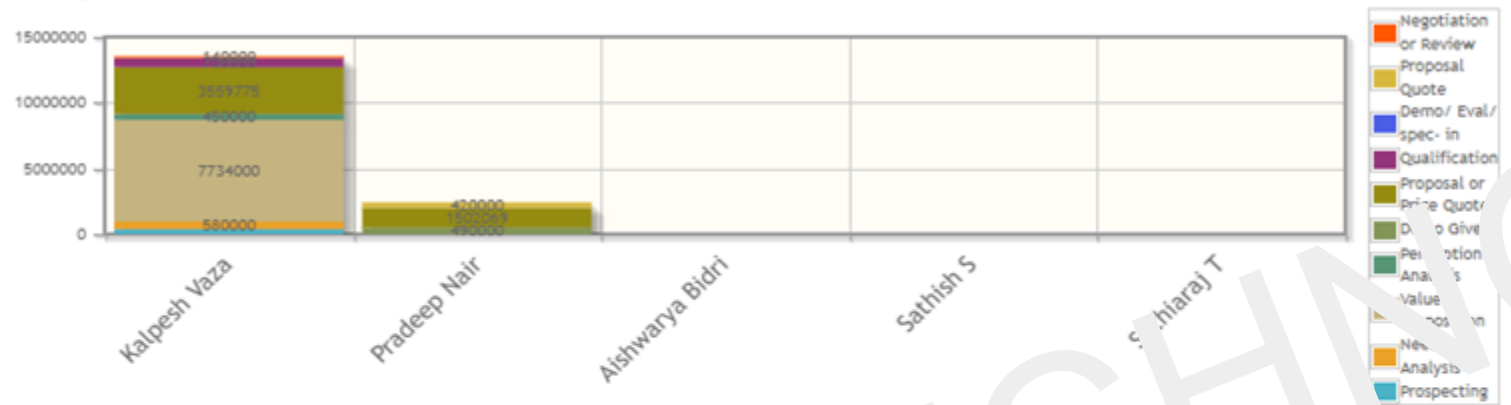
Opportunity Name	Amount	Organization Name
NestGuru Realtors Pvt. Ltd	₹5,000,000.00	NestGuru Realtors Pvt. Ltd
Samaavesh S.R Cargo	₹1,950,000.00	Samaavesh S.R CARGO
Web hosting	₹762,810.30	Web hosting
Commissioner	₹720,252.80	Commissioner

Opportunities by Stage





DATA-DRIVEN DASHBOARDS



Sales Funnel



Key Metrics

Prospect Accounts	0
Open Tickets	4
Hot Leads	0
Potentials Won	5
Open Quotes	202

DATA-DRIVEN DASHBOARDS

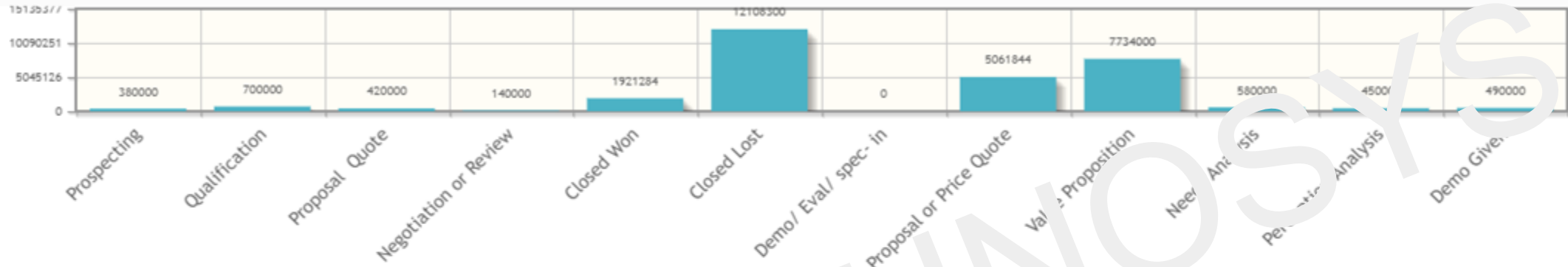


BIZTECHNOSYS

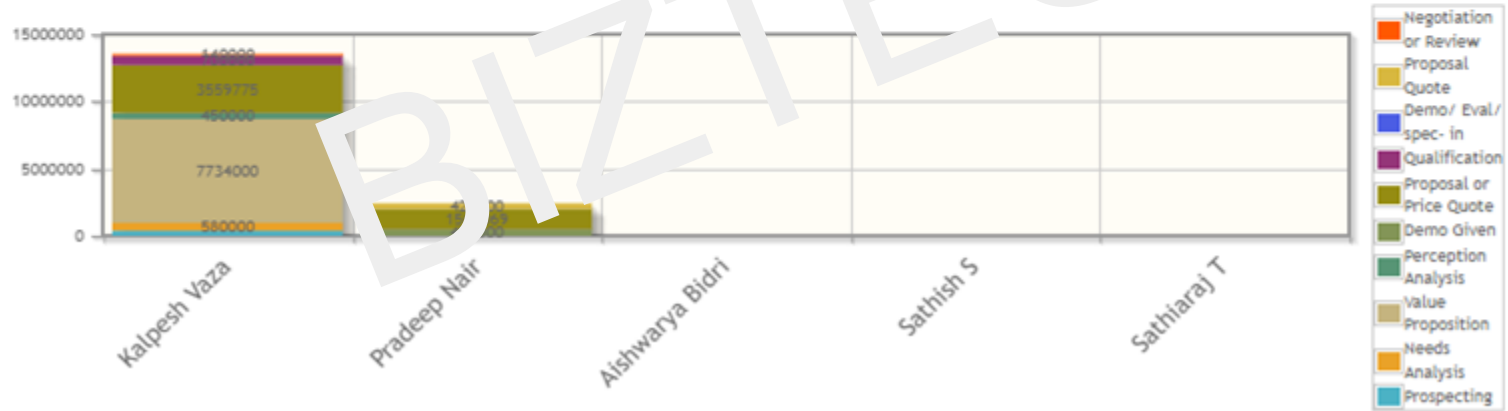
🔍 Type to search



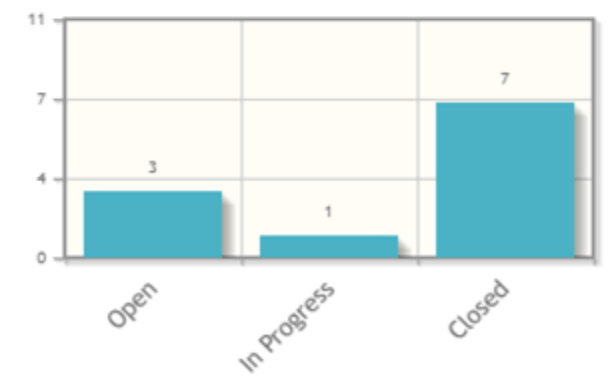
HOME



Sales Pipeline



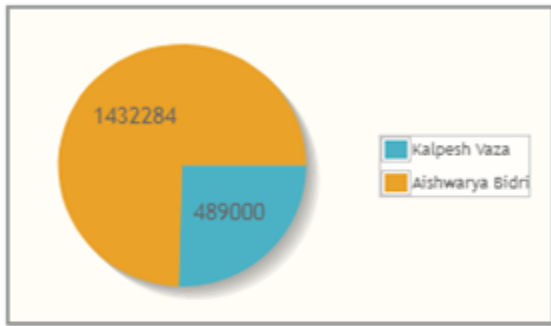
Tickets by Status



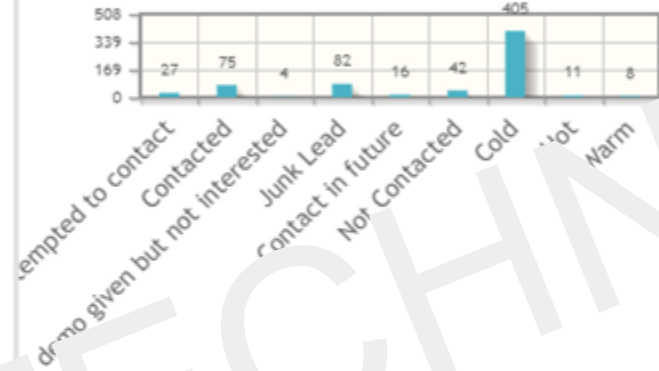
DATA-DRIVEN DASHBOARDS



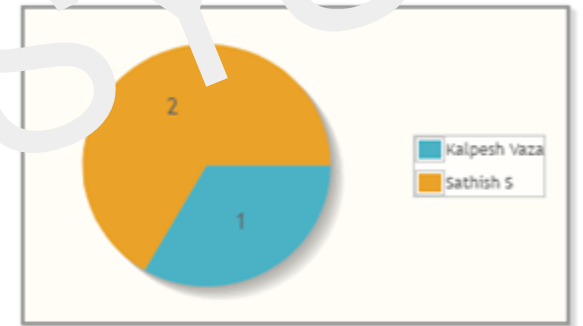
Revenue by Salesperson



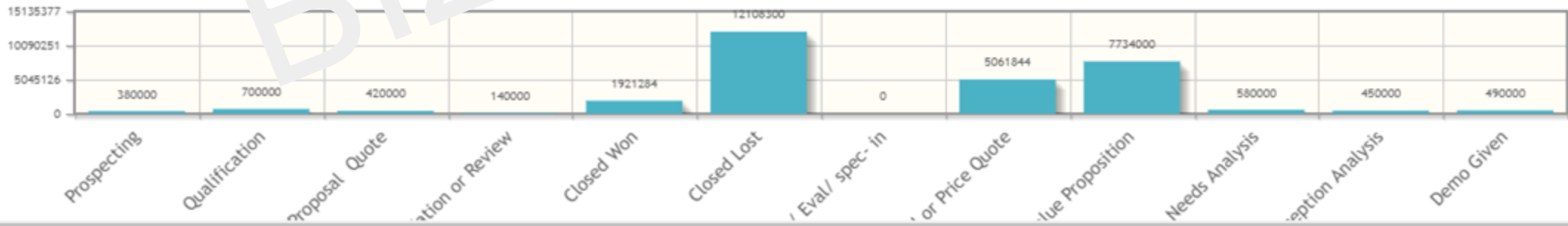
Leads by Status



Open Tickets

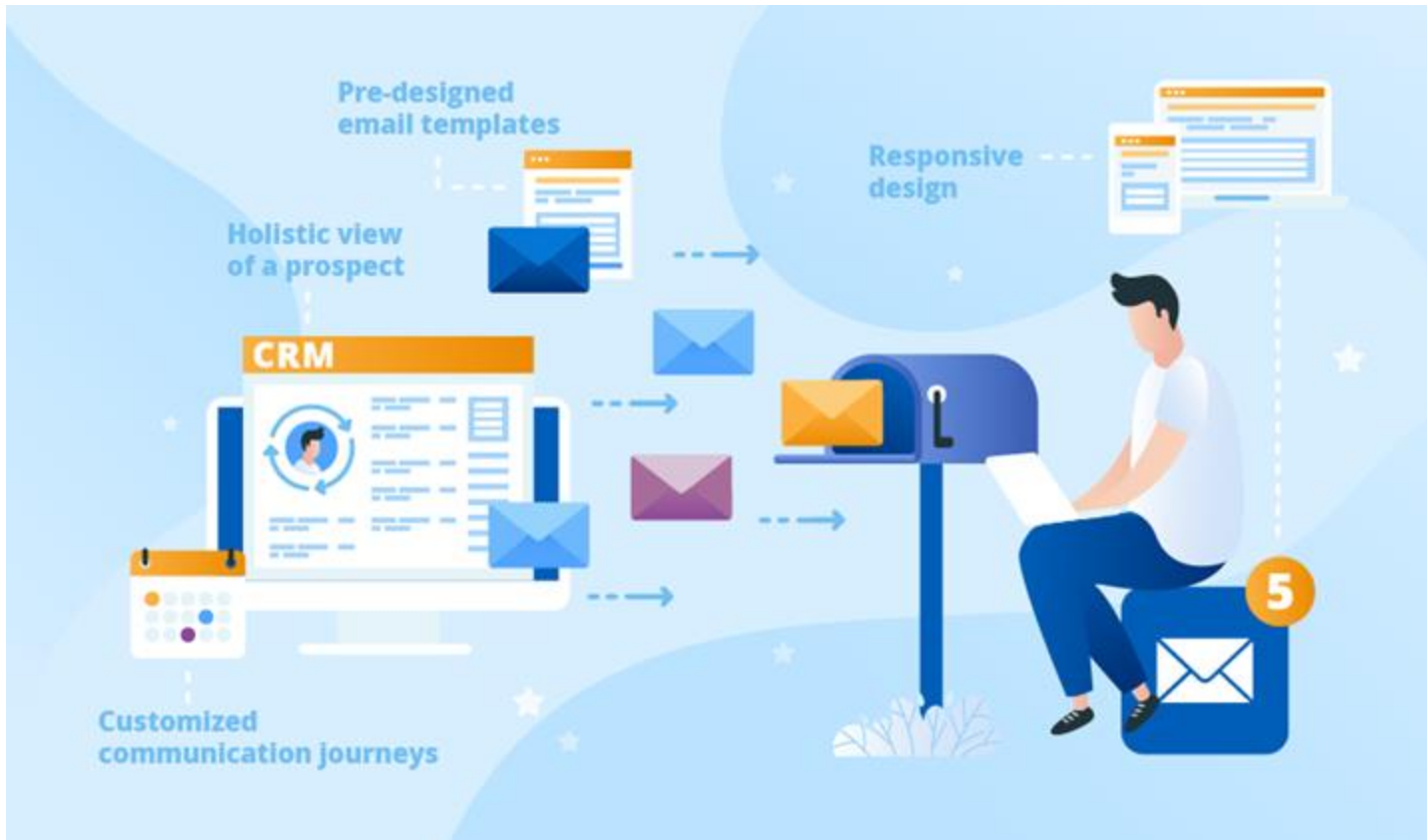


Total Amount by Sales stage





EMAIL CAMPAIGN MANAGEMENT



- Manage all your marketing campaigns and group multiple campaign stages together.
- Create detailed database lists and segmentations to filter your contacts for different campaigns and sub-campaigns.
- Fully integrated with your Sales CRM so you can track your leads and opportunities and attribute them to campaigns.
- Generate new leads using web forms to automatically capture your contacts' data to the CRM and setting follow up tasks.
- Set automated marketing campaigns to keep your contacts engaged with regular messages.
- Monitor and measure your customer open rate, click throughs and engagement, keeping track of your ROI.



EMAIL CAMPAIGN MANAGEMENT

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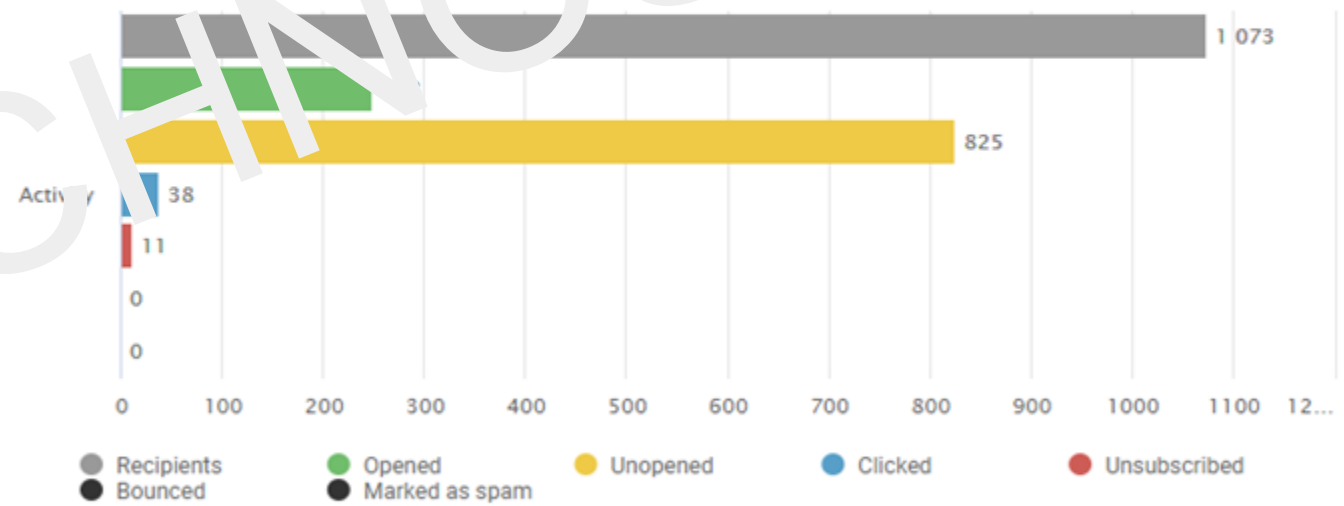
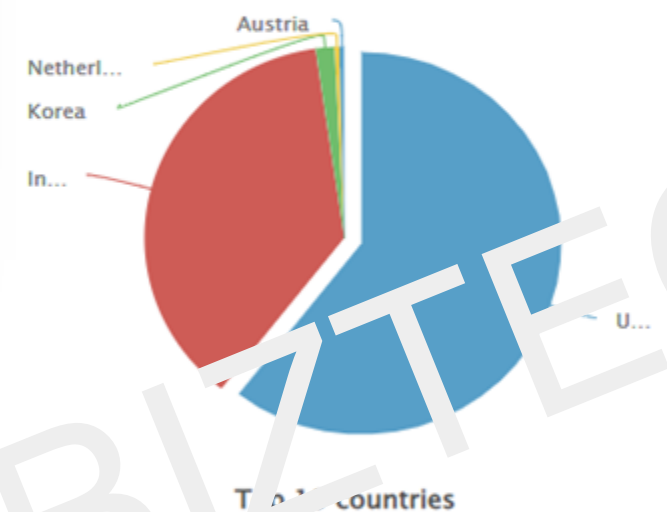
New Marketing | Lokesh

- TEMPLATES
 - All templates
- LISTS & SUBSCRIBERS
 - View all lists
 - Housekeeping
 - Blacklist
- OTHERS
 - Rules
- REPORTS
 - See reports

Title: 22_12_2021_12:38:51pm
 Subject: eistouch - Ultrastim Motorized Monitor Lift

Sent on Wed, Dec 22, 2021, 12:38PM to 1,073 subscribers

To: List: 22_12_2021_12:37:26pm



23.11% opened 248 unique / opened 507 times

825 not opened

1.0252% unsubscribed 11 unsubscribed

0% bounced 0 bounced



EMAIL CAMPAIGN MANAGEMENT

Biz Technosys

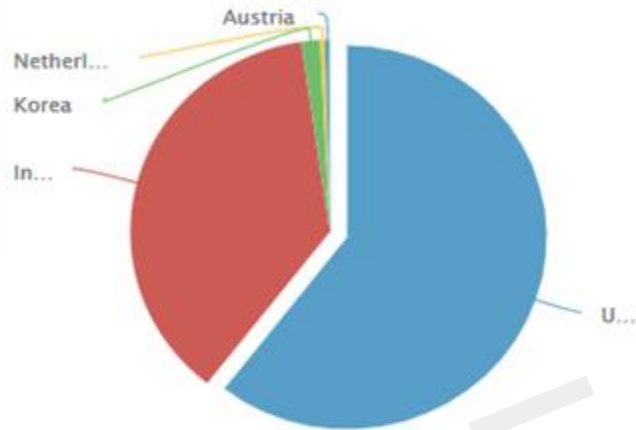
New Marketing

Lokesh

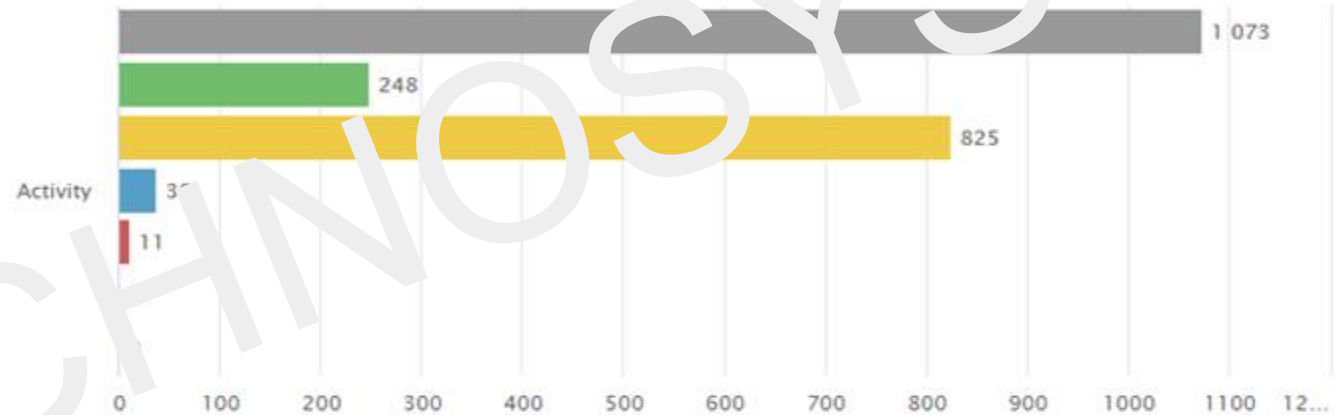
- View all lists
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Sent on Wed, Dec 22, 2021, 12:36 PM to 1,073 subscribers

To: List: 22_12_2021_12:37:26pm



Top 10 Countries



● Recipients ● Bounced ● Opened ● Marked as spam ● Unopened ● Clicked ● Unsubscribed

23.11% opened 248 unique / opened 507 times

825 not opened

3.5415% clicked a link 38 unique clicks

1.0252% unsubscribed 11 unsubscribed

0% bounced 0 bounced

0% marked as spam 0 marked as spam



SALES MANAGEMENT

- Convert leads into Deals/ Customers
- Capture Sales Leads and increasing the Pipeline cases
- Create different tasks/events on leads, deals, contacts or customers/companies
- Create and track unique sales activities.
- Efficiently delegate tasks to your team
- Keep a tab on interactions, meetings, and more.
- Create Quotations and send to customers through emails right within the CRM
- Create Notifications & Reminders for all Tasks/Events
- One dashboard for seeing all task and updates at one place.
- Create Sales Orders & Invoices with One tool.



NEW LEAD CAPTURE



First Name *	--N... ▾		Last Name	
Primary Phone			Company	
Mobile			Title	
Lead Source	Select an Option ▾		Primary Email	
Industry	Select an Option ▾		Website	
Lead Status	Cold ▾		Secondary Email	
Assigned To *	Lo... ▾		Follow Up Date	📅
Segment	Select an Option ▾		Lead Stage	Select an Option ▾
Looking for			Turnover in USD or INR	₹
Area			Lead Type	Select an Option ▾
Product Category			Number Of Employees	

Save

Cancel

FILTER LEAD REPORTS



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LEADS + Add Lead Import Customise

LISTS + Create Filter

- Hot Leads
- This Month Leads
- email scanner leads
- stared leads
- Sundram Leads
- Jagadeesh leads
- created in this month
- Old_2019 Leads
- Pradeep Leads
- assigned to is null
- Hot Leads
- Lead Status Wise Report-Ais...

Show less

TAGS

- price

1 to 20 of ?

<input type="checkbox"/>	<input type="checkbox"/>	First Name	Last Name	Primary Phone	Company	Lead Source	Primary Email	Website
<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="Search"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	<input type="checkbox"/>	Affan	Affan	XXXXXXXXXX76	XXXXXX	Sulekha	apaffan@xxx.io	www.xxxx
<input type="checkbox"/>	<input type="checkbox"/>	David	David	XXXXXXXXXX	XXXXXX	Shriram	david@xxxxxxxxxxco.com	www.xxxxxxxxxxco.
<input type="checkbox"/>	<input type="checkbox"/>	Vanessa	Vanessa	XXXXXXXXXX	XXXXXX	Shriram	vperez@xxxxxxxxxangeXXXXXXXX.org	xxxxfxxxxxxgofou
<input type="checkbox"/>	<input type="checkbox"/>	George	George	25XXXXXXXXXX	XXXXXX	Shriram's Leads	XXXXXXXXX@gmail.com	
<input type="checkbox"/>	<input type="checkbox"/>	Ashwin Jain	Ashwin Jain	91XXXXXXXXXX	XXXXXX	Reference	ashwinXXXXXXXX@gmail.com	www.xxxxxxxxxxpli.
<input type="checkbox"/>	<input type="checkbox"/>	Manjunath	Manjunath	8XXXXXXXXXX	XXXXXX	Sulekha		
<input type="checkbox"/>	<input type="checkbox"/>	????	XXXXXX		XXXXXX	Shriram's Leads	XXXXXXXXXy@XXXXXXXXX.com	
<input type="checkbox"/>	<input type="checkbox"/>	Kurland	Kurland	(51)XXXXXXXXXX	XXXXXX		pkurland@XXXXXXXXXs.com	

TASK MANAGEMENT



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LEADS > assigned to is null > AXXXXAfXXX + Add Lead Import Customise

Mr. AXXXXAfXXX
7XXXX7XXX6
tpaffan@XXXXX
[Show Map](#)

+ Add Tag

Follow Edit Send Email Convert More

Summary **Details** **Updates** **Emails**

Key Fields

First Name	Mr. AXXXX
Last Name	AXXXX
Company	XXX
Lead Source	Sulek?
Website	www.XXX
Assigned To	
City	Bangalore
Country	India

Activities + Add To Do + Add Event

No pending activities

Comments

Post your comment here

Attach Files Post

Recent Comments

TARGET MANAGEMENT



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TARGETS > All + Add Record Import Customise

LISTS + Create Filter More 1 to 3 of ?

SEARCH FOR LIST

SHARED LIST All

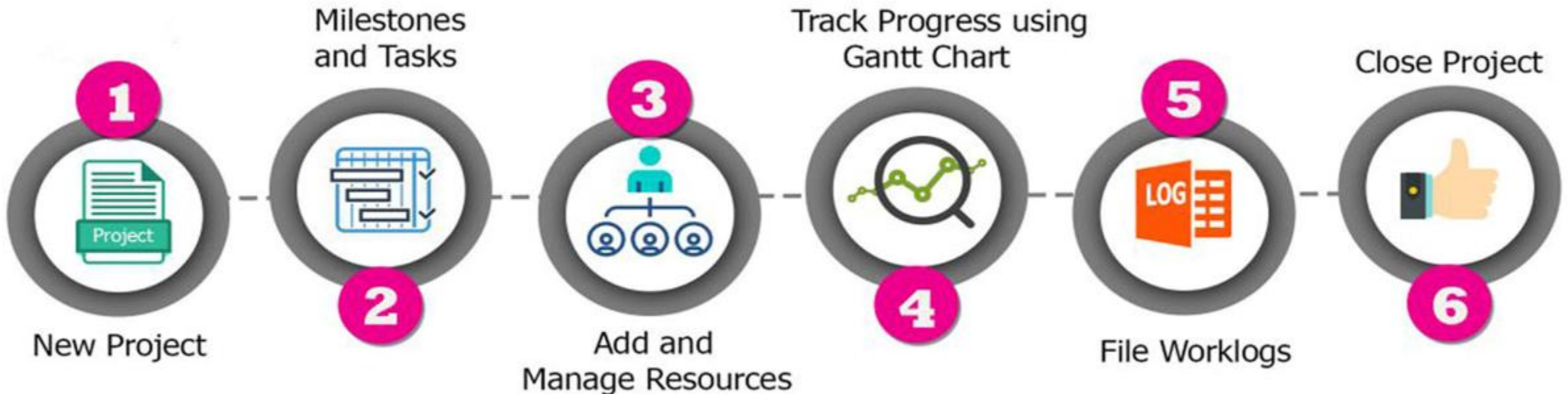
TAGS

<input type="checkbox"/>	<input type="checkbox"/>	target Name	Assigned To	Target amount	Achieved	Pending Value	Achieved in Percentage	Total Deal Amount
<input type="checkbox"/>		target for july month	Lokesh	₹50,000.00	₹0.00	₹0.00	0	₹0.00
<input type="checkbox"/>		sales target for lokesh	Lokesh	₹50,000.00	₹10,000.00	₹44,000.00	0	₹6,500.00
<input type="checkbox"/>		Sales Target - July	Amit	₹194,390.00	₹0.00	₹0.00	0	₹0.00



PROJECT MANAGEMENT

- Create different Projects based on the customer Sales order.
- Create different Project task or milestones for each project.
- Planning, tracking and collaboration with ease is possible in the team.
- Assigned team can update the status of the projects.
- It will record all the information like project name, start date, end date, assigned to which team member, invoice and payments details, etc.





DOCUMENT MANAGEMENT

This Module helps to do the activity of receiving, sharing, tracking, storing of all related documents to the relevant subject modules. It is effective and organized well into this.

CUSTOMER CONTRACTS

CUSTOMER KYC



CUSTOMER ENGAGEMENT TOOLS



- **In-built email integration:** Send emails directly from the CRM & track all your communication at one place
- **Email Templates:** CRM has pre-built email templates. It also enables you to create your own templates that can help you to automate emails and increase your productivity
- **SMS Notifier:** Keeps track of all sales calls and details, updated automatically into the CRM from your mobile



VALUE ADDITION

No additional cost for any expansion of service centre or customer base

SCALABLE SOLUTION WITH NO ADDITIONAL COST

Our Solution is **SECURED & ENCRYPTED** with latest Multifactor Authentication and Cyber Security

We offer Dedicated Support for any L1, L2, L3 Support



AUTOMATED
PROCESS



REALTIME
MONITORING



REDUCED STRESS
& ERRORS



SPEED UP SERVICE
TIME



REDUCED QUEUE
TIME



CRM



WHY US



ADDING VALUE - OUR MOTTO

[TALK TO OUR EXPERT](#)

Thank you



QUESTIONS?

Biztechnosys

We bring in BEST of **BRAINS & TECHNOLOGY** Tools to realise your **BIZ GOALS**