ENTERPRISE
CRM SOLUTION

PRESENTED BY:

BIZTECHNOSYS

WHAT DO WE OFFER?

Since 2012, Biztechnosys has helped Companies Gain Business Intelligence to Enhance Productivity and Profits.

Simple yet Powerful, Biztechnosys CRM is built to Increase Sales and Improve Service with Integration of Pre-Sales, Sales and Service functions.

Biztechnosys CRM has Operational, Analytical and Collaborative capabilities using which Companies can work with internal and external entities with real time actionable data.

FEATURES OF CRM

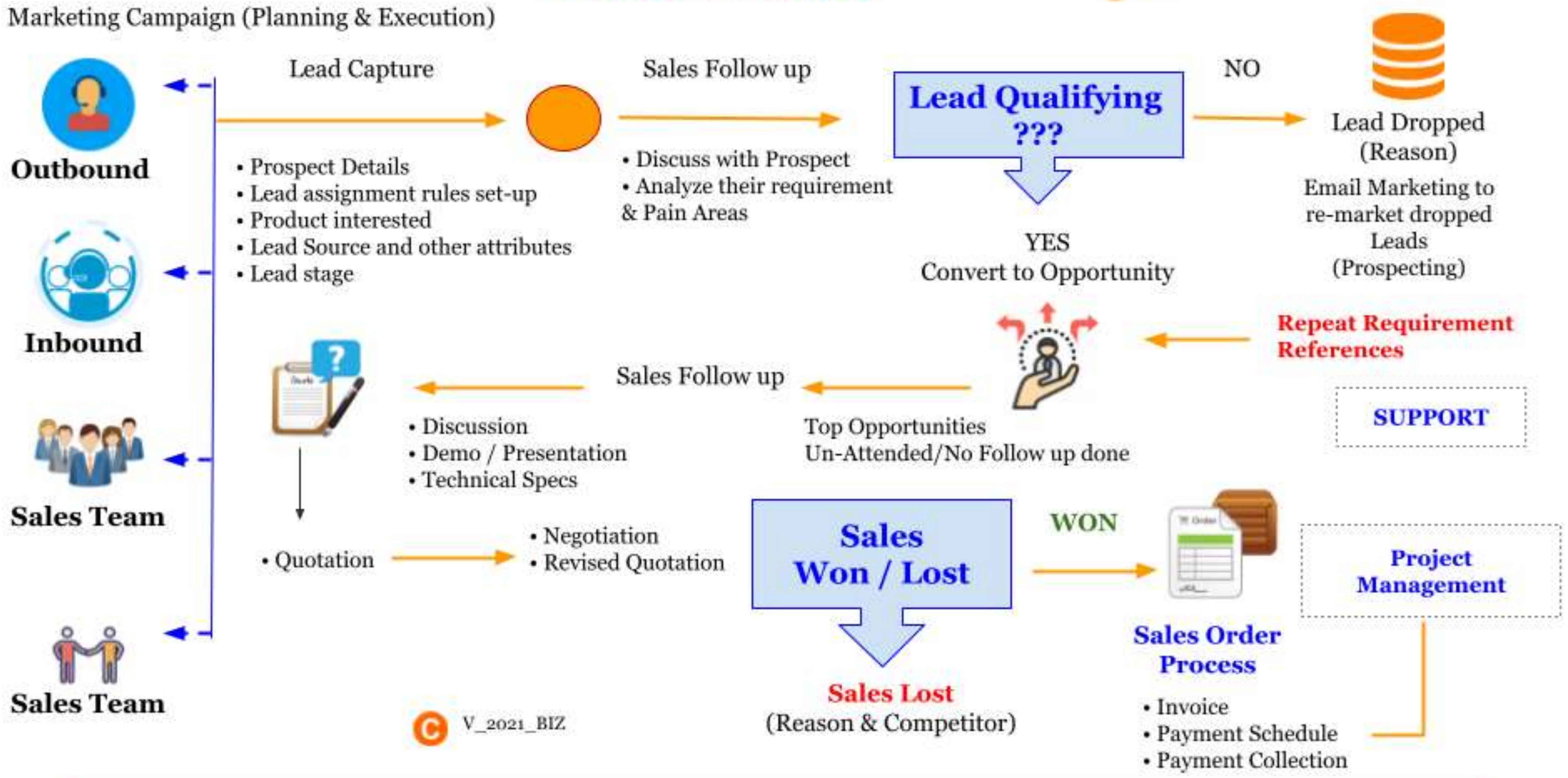
Every business industry emphasizes on a long term relationship with their customers to nurture its stability in today's competitive market. Nowadays, Customer's expectations are not only limited to get best products and services, they also need a business in which they want to receive exactly what they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

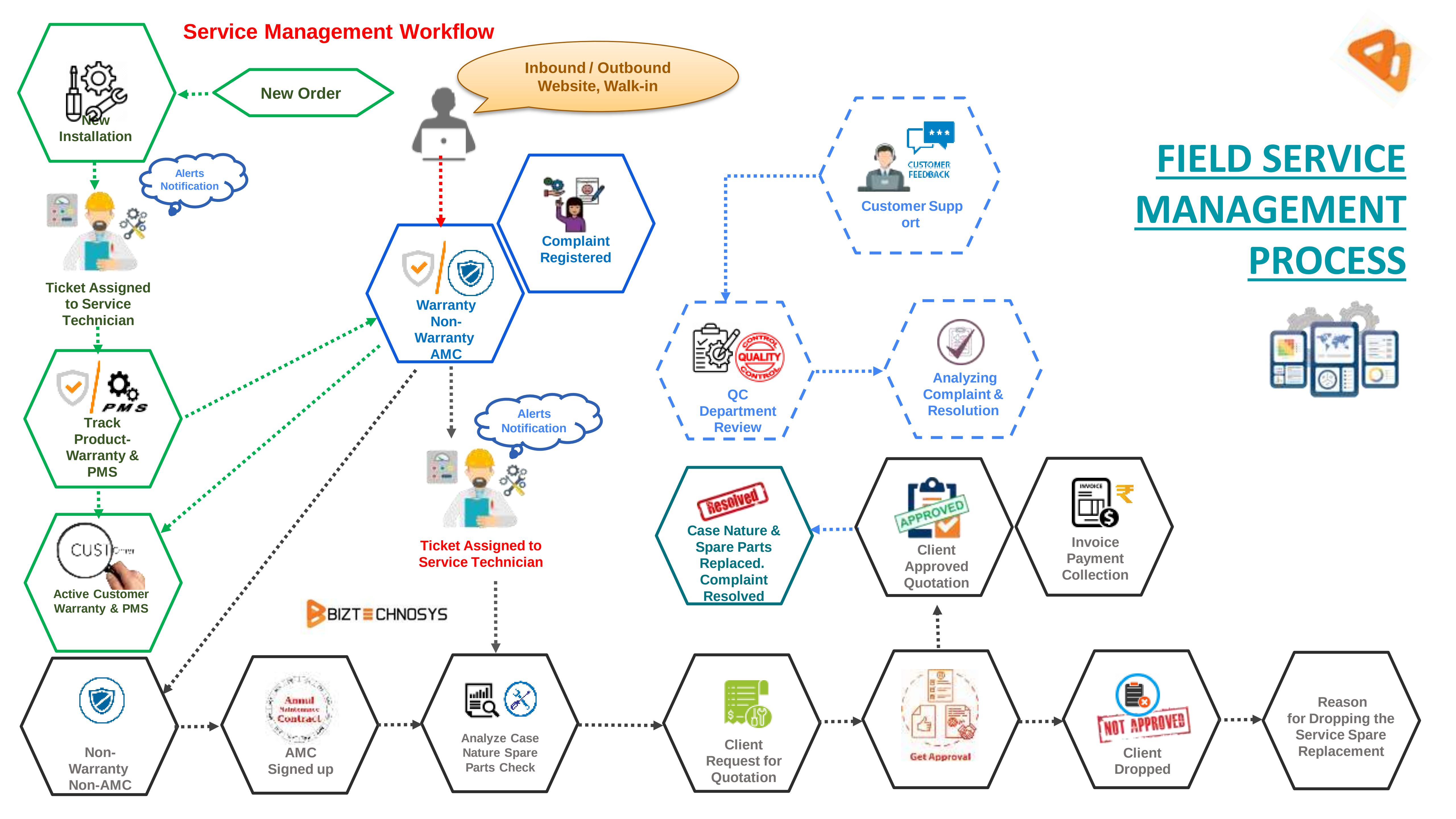
CRM involves various components and sub features to perform effectively. It performs various functions such as marketing, manufacturing customer service, field sales etc. All these functions of CRM system directly or indirectly involve the participation of customers with the organization in order to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

Elements of CRM:

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

Sales Process





Service Management Workflow
FIELD SERVICE MANAGEMENT PROCESS
New Order
New Installation
Inbound / Outbound Website, Walk-in
Alerts Notification
Ticket Assigned to Service Technician
Complaint Registered
Warranty Non-Warranty AMC
Customer Support
CUSTOMER FEEDBACK
Track Product-Warranty & PMS
PMS
Alerts Notification
QC Department Review
QUALITY CONTROL
Analyzing Complaint & Resolution
Active Customer Warranty & PMS
Ticket Assigned to Service Technician
Resolved
Case Nature & Spare Parts Replaced. Complaint Resolved
APPROVED
Client Approved Quotation
INVOICE
Invoice Payment Collection
BIZTECHNOSYS
Non-Warranty Non-AMC
Annual Maintenance Contract
AMC Signed up
Analyze Case Nature Spare Parts Check
Client Request for Quotation
Get Approval
NOT APPROVED
Client Dropped
Reason for Dropping the Service Spare Replacement

Highlights of CRM

Campaign	Leads	Pre Sales	Opportunity	Customers	Quotes	Invoices	Payments
Purchase Order	Sales Order	Vendors	Organisation	Products	Stocks	Documents	FAQ
Tickets	Attendance	Email Temp	Email & SMS Marketing	Calendar	Cust.Portal	Track Location	Check-In Check-Out

DATA-DRIVEN DASHBOARDS

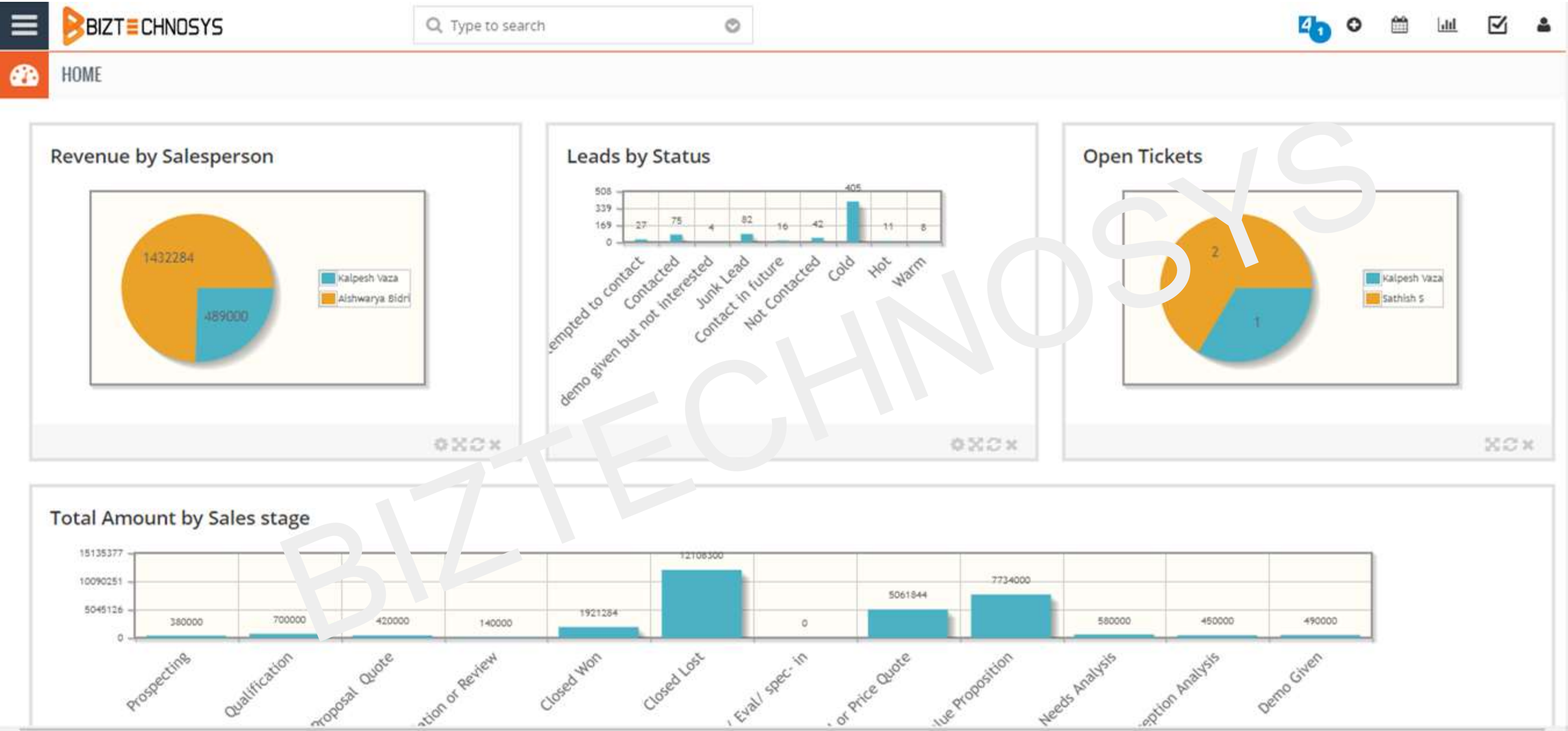
- History
- Upcoming Activities
- Funnel
- Opportunities by Stage
- Sales Pipeline
- Total Revenue
- Top Opportunities
- Leads by Status
- Leads by Source
- Leads by Industry
- Overdue Activities
- Key Metrics
- Tag Cloud
- Total Amount by Sales stage

Customize the Dashboard through the - Mini List

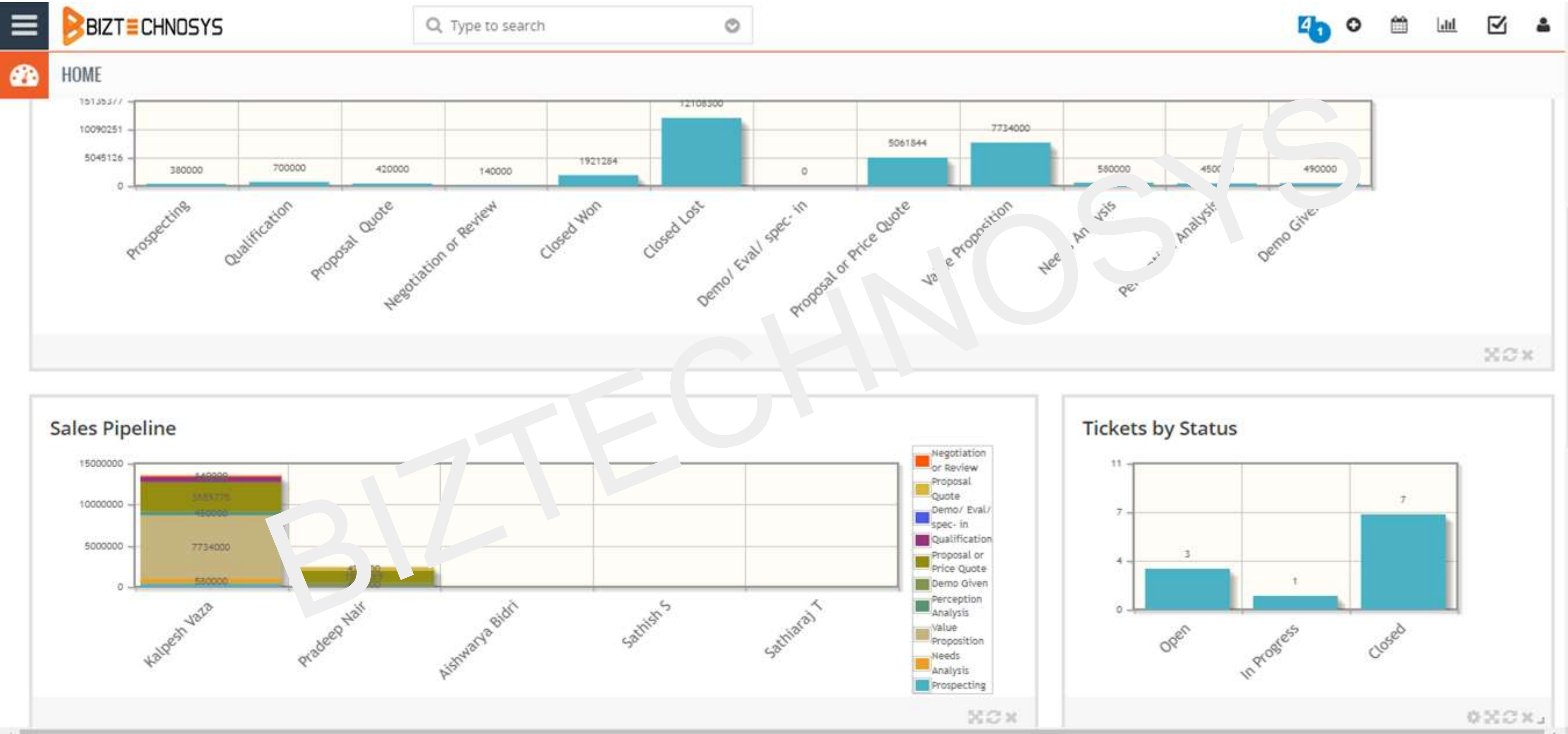
Interactive Dashboard

provides the Summarized reports on the entire Process

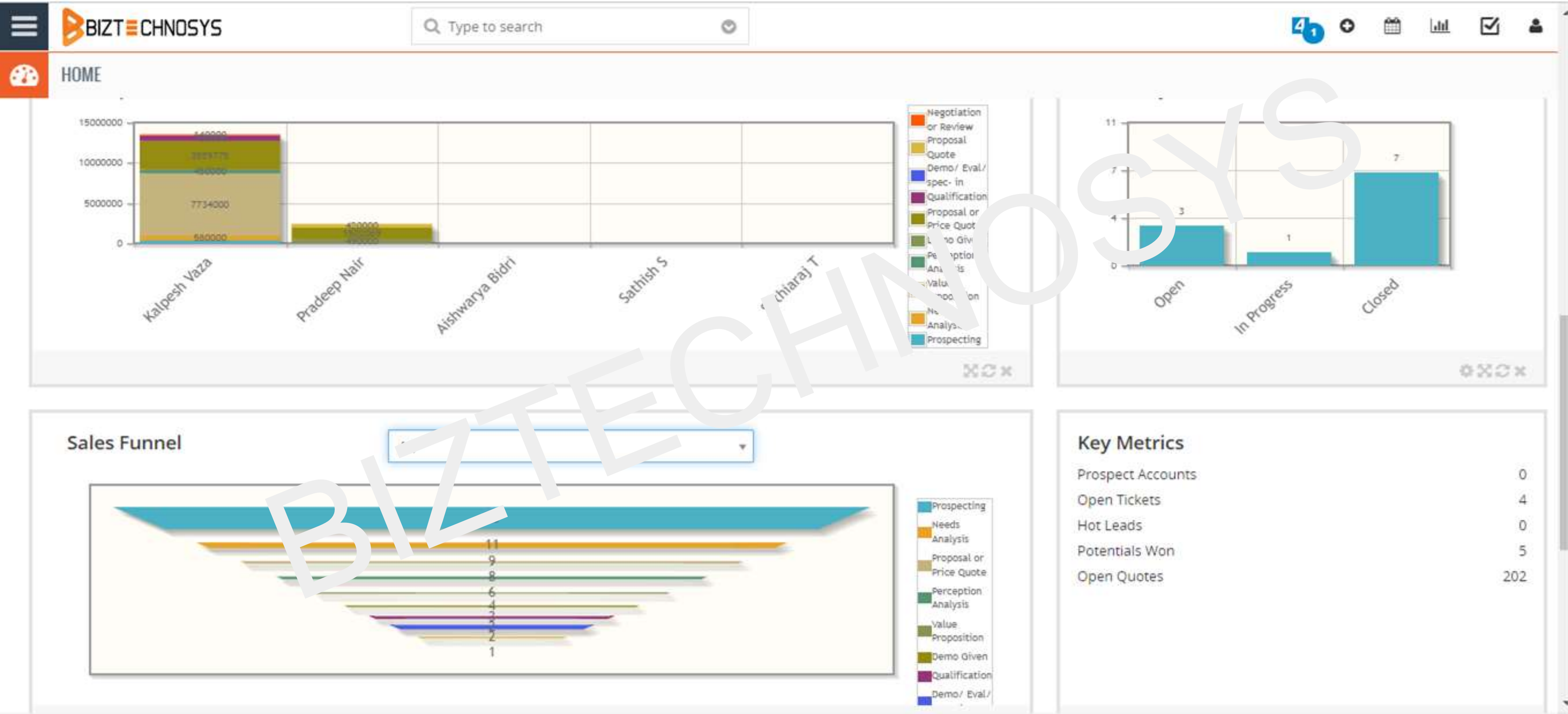
DATA-DRIVEN DASHBOARDS



DATA-DRIVEN DASHBOARDS



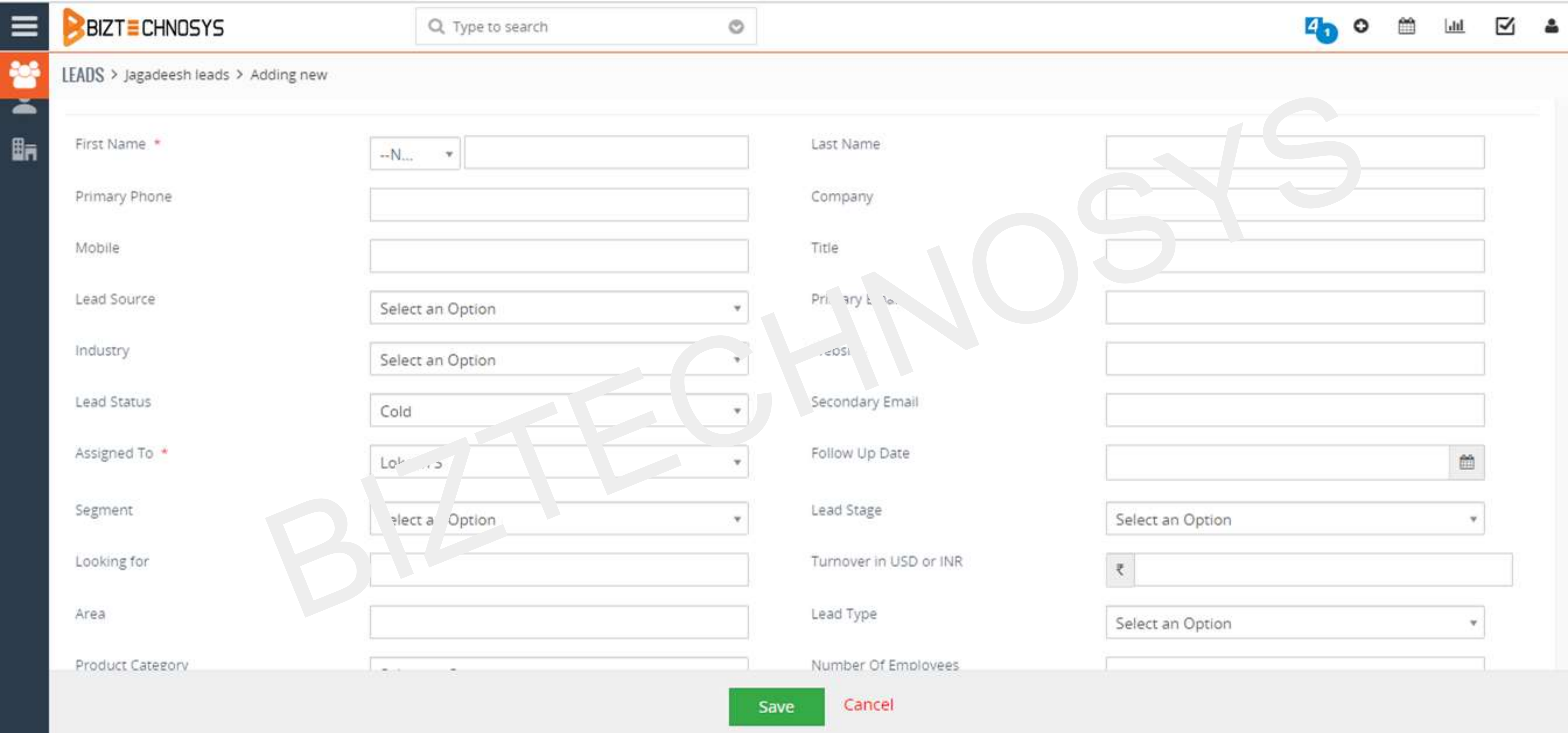
DATA-DRIVEN DASHBOARDS



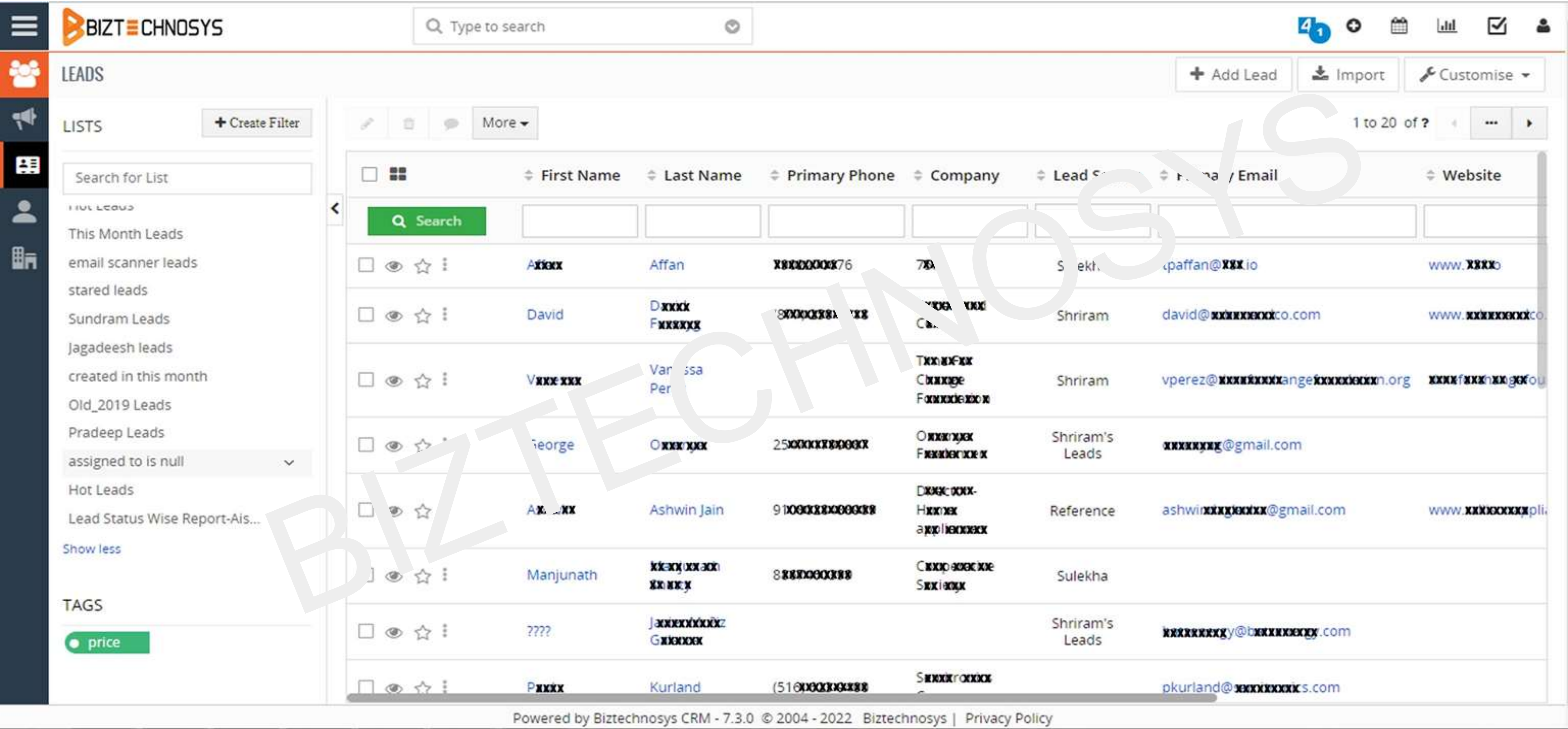
SALES MANAGEMENT

- 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.

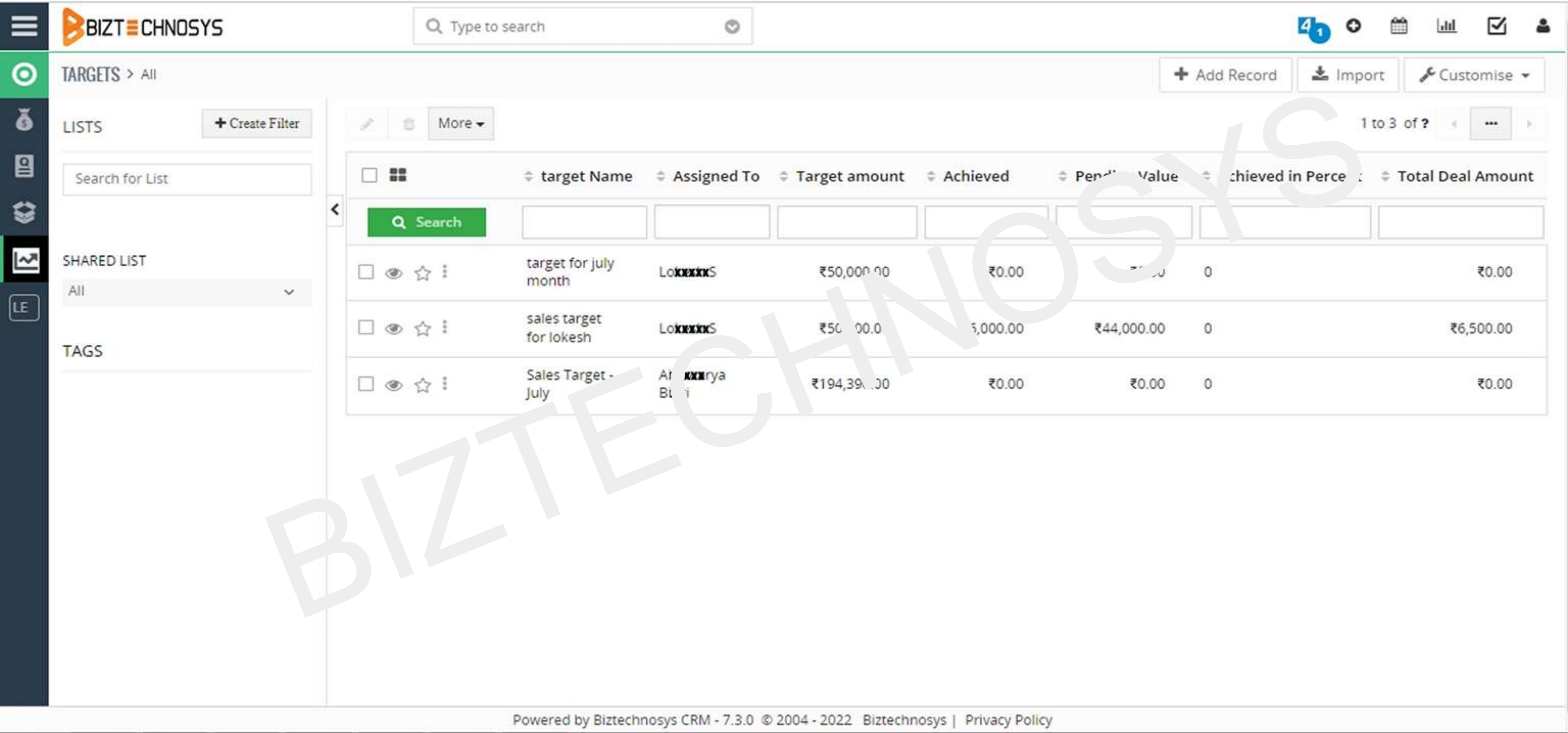
NEW LEAD CAPTURE



FILTER LEAD REPORTS

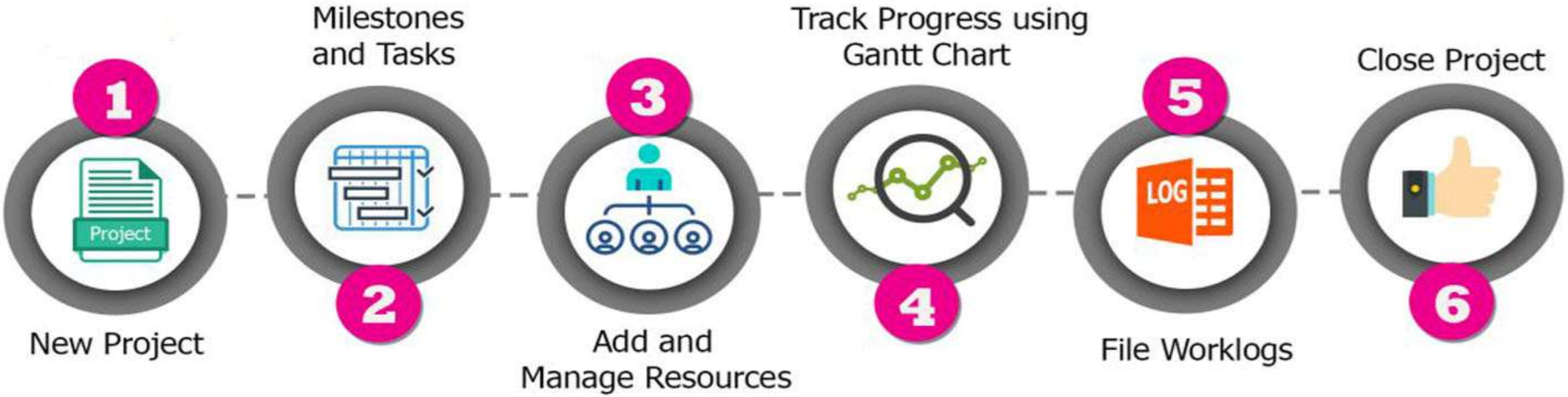


TARGET MANAGEMENT

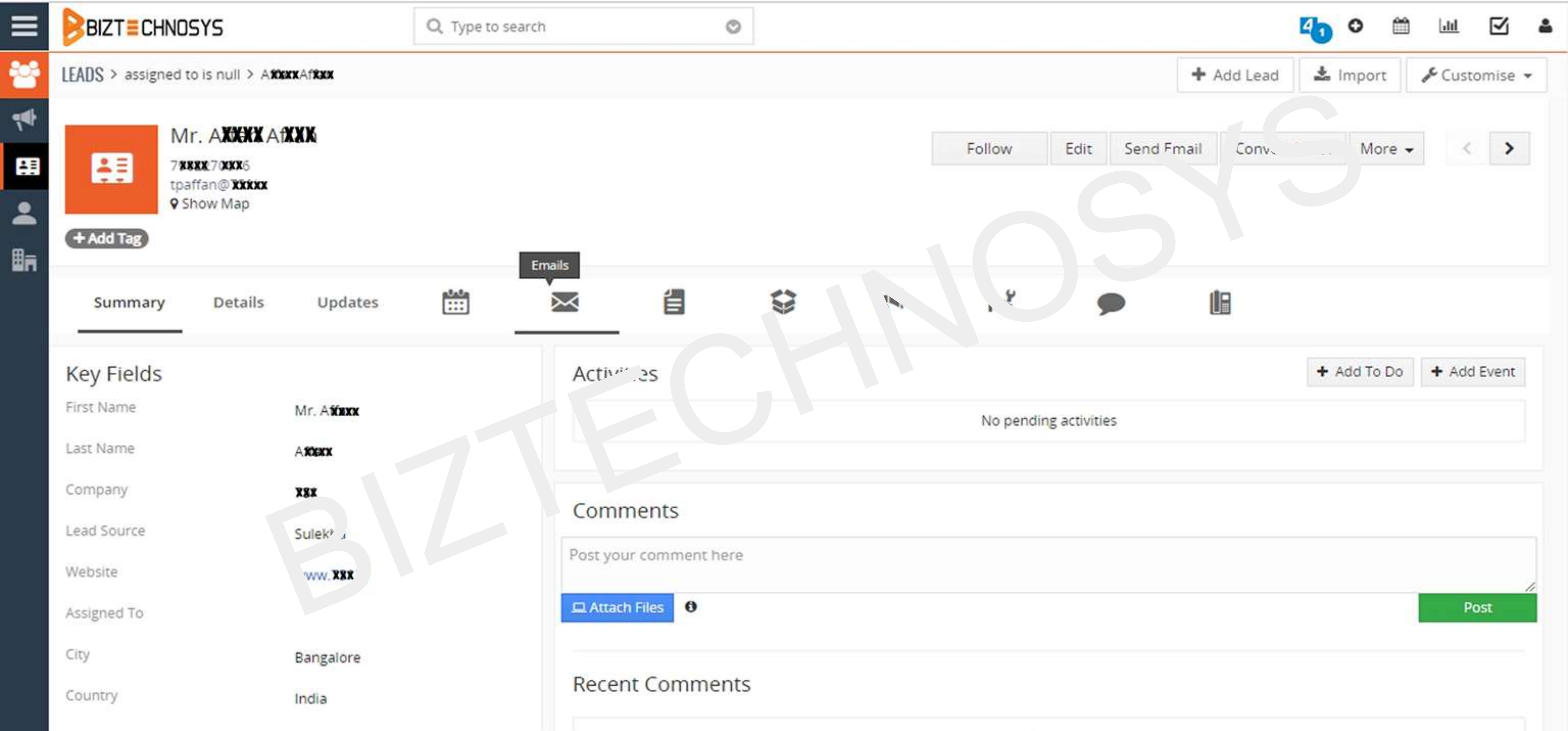


PROJECT MANAGEMENT

- 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.

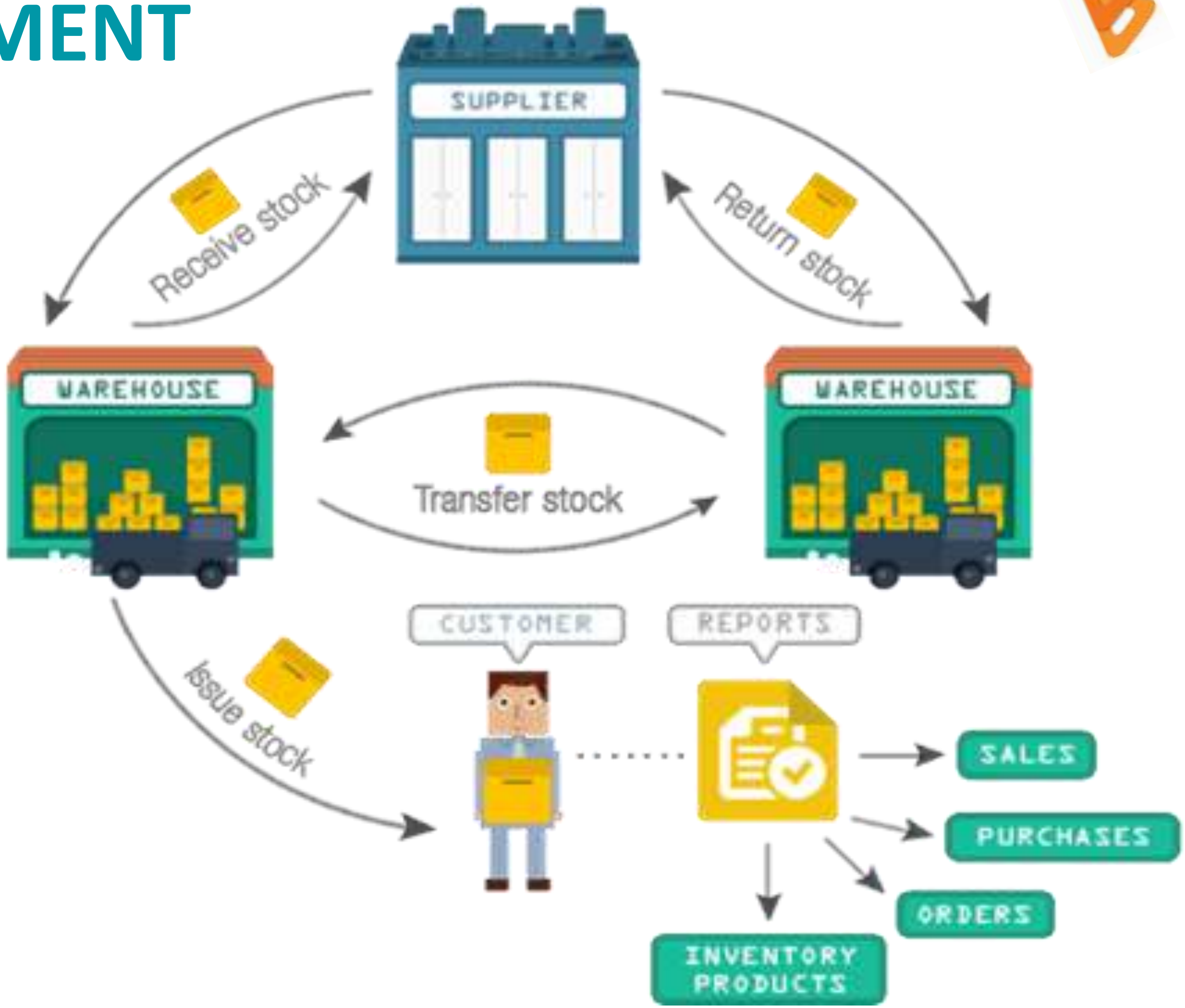


TASK MANAGEMENT



INVENTORY MANAGEMENT

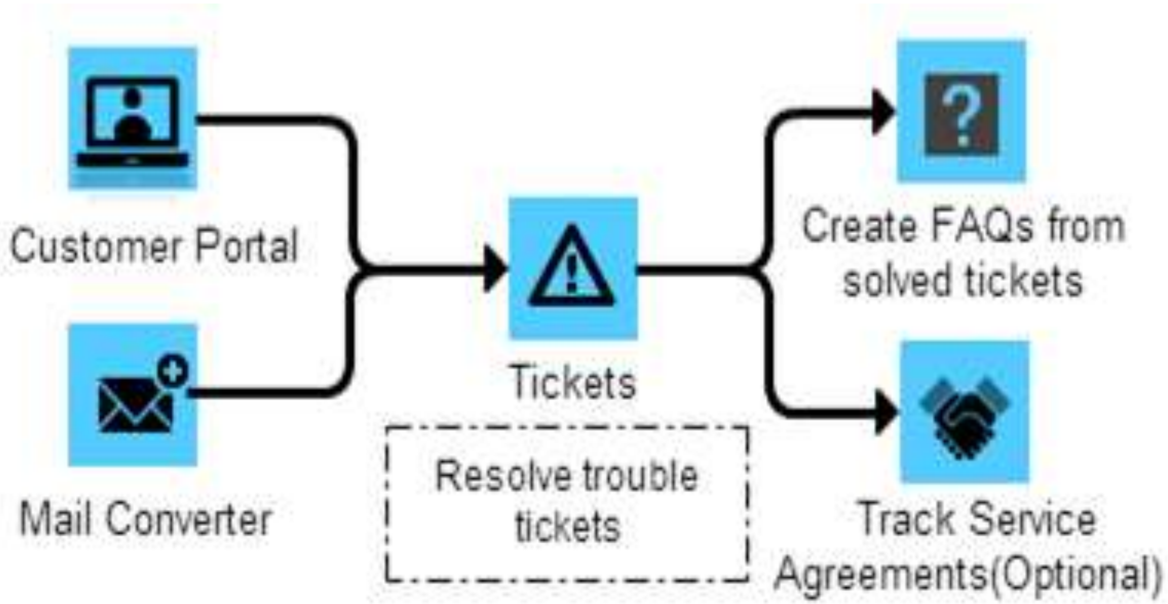
- Create your product catalog with associated pricing structures and configure discounts and taxes—right within the CRM
- Create tasks for installation/delivery of products.
- Manage Stock Availability



SERVICE MANAGEMENT

Biztechnosys CRM Service module will enable your Company to capture all the Customer issues related to the product purchased.

- Track Field Team and Increase Productivity
- Better Customer handling
- Proactive Customer service
- Increased service revenue
- Efficient service
- In-depth service analysis
- Improved service spares management
- Analyse Customer satisfaction
- Build Service Knowledge Base automatically



GEO-TAGGING

Geolocation is a set of tools that provides visualization and mapping insights to help sales and marketing reps track and analyze data about the location of their customers. Geolocation functionality is increasingly available for mobile devices, and Biztechnosys sees it becoming more common as CRM applications seek to offer a more complete view of customers and prospects.

OPTIMIZE SALES ROUTES

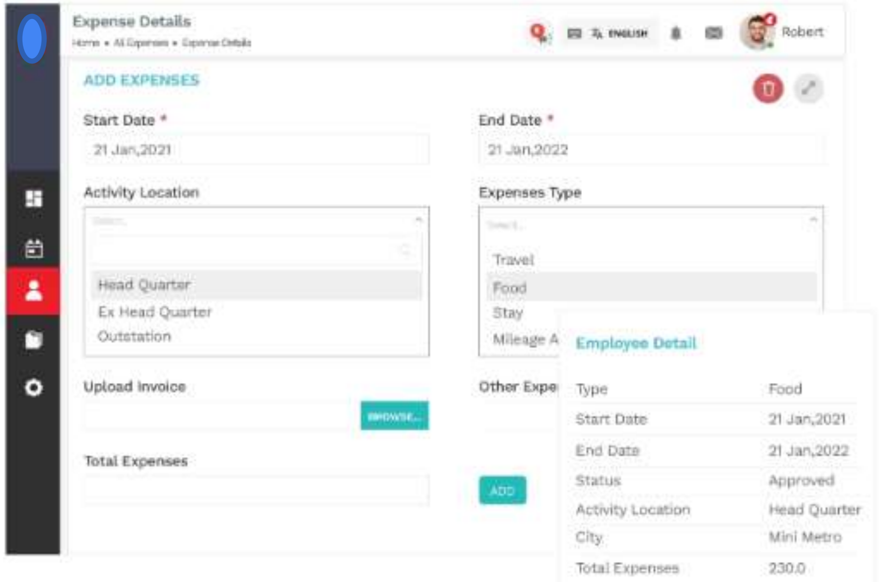
IMPROVE ANALYTICS

GEOGRAPHICALLY-BASED MARKETING

EXPENSE MANAGEMENT

Biztechnosys CRM Expense Management Module will enable your Company to register all expenses made by Sales and Service Teams. Other Expenses incurred to procure inventory and execute the Order can also be recorded for each transaction.
These expenses which are recorded User-wise will go through an approval process. Approving authority will be able to confidently approve the expense claim because system gives visibility Transaction-wise, Expense Date-wise and Expense Type-wise.

- Automate expense management
- Expenses are captured for each transaction
- Powerful approval mechanism to prevent errors
- Freedom to Field Team to book and claim expense from mobile device



ATTENDANCE MANAGEMENT

Let your agents mark their attendance with ease. Track agents when they check-in and check-out at the customer's location and update ticket status from one place.

- Attendance
- Leave
- Holidays
- Define a IN Time/Last Time for employee
- Full Calendar Report with Day, Month, Week wise.
- Real-time Time Tracking of Employee’s Location

REPORTS

- Auto-generated reports providing a quick look at your sales health and track your metrics effortlessly.
- You can also create custom reports to track goals with ease of each team member separately.
- Create and Filter Sales Activity Reports to evaluate sales based on emails sent, calls made, appointments scheduled, and tasks completed.
- You can also export & share reports within your team as well as other dealers

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

Thank you

QUESTIONS?

Biztechnosys

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