

TOPIC:

Enterprise wide CRM Solution Adaption and Automations for all CRM processes across their enterprise!

PROBLEM

The client's CRM Solution was to be scoped out with all specifics tied to it across their organization. Any changes within their current processes that were in impact bearing position due to this change, had to be underlined and were also taken into account for consequent changes.

SOLUTION

The client was at a state where they needed a wholistic CRM Solution to cover through across all of their processes, not only towards client facing factors. This also meant that their existing processes had to be changed accordingly, such as their contracting process, their proposal process, streamlined processes for regular activities for their sales team and so on.

TRANSFORMATION

The client was able to operate their client focused operations and other internal operations with better effectiveness. They were able to take care of every single aspect across daily operations to perfection. Having a robust and tailored CRM Solution allowed them to comfortably navigate their business at an on-going basis and scale their business without system or human resource constraints.

INDUSTRY:

Services industry with nationwide operations.

ERPHUB'S IMPACT:

The solution allowed the client to have a CRM Solution tailored to their organization and navigate everyday business activities effectively across their organization internally as well as with external stake-holders.