

Sales & Service Management for Manufacturing

A CRM solution for the manufacturing industries to score excellence in sales and after-sales services and operations

Some Challenges faced by Manufacturers:



- No 360-degree view of my customers
- I can't plan or forecast accurately
- I have limited visibility into my sales pipeline
- Tracking issues related to payment dates
- Our quoting process is slow

Sales & Service Management Solution

Our Solution, built on **Microsoft Dynamics 365 for Sales & Service**, assists the manufacturing industries to improve their sales and after sales service by seamlessly providing a 360-degree view of the system and manage the workflow of their employees. It brings the transparency between the salespersons, management and the customers.

Dynamics 365 for Sales



Dynamics 365 for Customer Service

Common Features of our CRM Solution

- Accurate demand forecasting
- Visibility into inventory and warehouse
- Efficient customer service
- Ease of preparing quotes and proposals
- Knowledge about the AMC
- Transparent payment cycle
- Manages total Workflow



Here's why Manufacturers need a CRM?

- To give their customers the confidence that you are organized
- To give answers to their customers quickly and reliably
- To measure actual amount spent by an engineer for solving issue.
- To maintain the details about the AMC between you and your vendor.
- To gather the customer requirements all in one place
- To track the condition of the equipment
- To track the selling process and enhance sales