

CRM Hosting

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The main advantages of using the vtiger CRM software are:

- Sales Force Automation
- Lead Management
- Help Desk
- Inventory Management
- E-mail Integration
- Reports & Dashboards
- Security Management
- Product Customization

What does CRM software do?

CRM is a business philosophy involving identifying, understanding and better providing for your customers while building a relationship with each customer to improve customer satisfaction and maximise profits. It's about understanding, anticipating and responding to customers' needs.

To manage the relationship with the customer a business needs to collect the right information about its customers and organise that information for proper analysis and action. It needs to keep that information up-to-date, make it accessible to employees, and provide

the know how for employees to convert that data into products better matched to customers' needs.

The secret to an effective CRM package is not just in what data is collected but in the organising and interpretation of that data. That's where computers come in handy (apart from the Solitaire you can play on them :-)) Computers can't, of course, transform the

relationship you have with your customer. That does take a cross-department, top to bottom, corporate desire to build better

relationships. But computers and a good computer based CRM solution, can increase sales by as much as 40-50% - as some studies have shown.

Call now on 1300 552 166 or [click here](#) and fill in our enquiries form.

Customer Support & Services

Our CRM provides Ticket Management, Knowledge Base, E-mail Notifications specifically useful for your organization's customer support team. You can also use other customer support-related modules, such as Activity Management (including Calendaring), Contact Management, Product Management, File Attachments, and others.

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Marketing Automation

Our CRM provides Lead Management, Mailing Lists, E-mail/Mail Merge templates, Product Management, specifically useful for your organization's marketing team. You can also use other marketing-related modules, such as Activity Management (including Calendaring), Contact Management, File Attachments, and others.

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Inventory Management

Our CRM provides Products, Price Books, Vendors, Quotes, Purchase Orders, Sales Orders, and Invoices specifically useful for integrating your organization's sales, inventory, and accounting processes and enhance the sales effectiveness. You can also use other related features, such as Activity Management (including Calendaring), Account & Contact Management, Opportunity Management, File Attachments, and others.

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Microsoft Outlook Integration

Open Source enterprise-grade business productivity enhancement add-on, Outlook Plug-in for Microsoft® Outlook® users enhances the user experience by reducing the unnecessary duplication of work while communicating with customers.

Call now on 1300 552 166 or [click here](#) and fill in our enquiries form.

Microsoft Office Integration

Open Source enterprise-grade business productivity enhancement add-on, Office Plug-in for Microsoft® Word® users enhances the user experience with CRM by reducing the unnecessary duplication of work while creating form letters, address labels, envelopes, or

catalogs.

Call now on 1300 552 166 or [click here](#) and fill in our enquiries form.

Thunderbird/Mozilla Integration

Open Source enterprise-grade business productivity enhancement add-on, Thunderbird Extension for Thunderbird/Mozilla E-mail client users enhances the user experience with CRM by reducing the unnecessary duplication of work while communicating with customers.

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Customer Self Service Portal

The Customer Portal add-on extends the power of CRM to your corporate Web site and streamline customer support & service processes. Using Customer Portal you can integrate your corporate Web site with your overall CRM strategy. With Customer Portal you can provide round-the-clock self-service capability to your customers so they can get solutions as quickly as possible and reduce the expenditure on your customer service centers.

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