



misoft systems
Business Solutions

CRMWeb



MISOFT SYSTEMS – BUSINESS SOLUTIONS

CRMWeb is a flexible, efficient and easy to use CRM solution for small and medium-sized companies. It integrates all departments which are relevant for the success of your business: sales, marketing and customer service. CRMWeb reduces your efforts to a minimum, saves valuable time while processing customer data and thus increases the efficiency and productivity of your company.

OUR AIM:

was to develop a web-based, modular, non sector specific CRM System based on the latest technologies which can be adapted fast and efficiently to the individual needs of small and medium-sized companies.

THE RESULT:

CRMWeb integrates a multitude of modules (sales, marketing, customer service and support, analytics) into a flexible, easy to use CRM solution, which allows you to optimize your business processes, to offer an ideal customer service and thus obtain better results with less effort.

Flexibility, integration, adaptability, performance and reduced total costs are the key features of our web-based CRM solution, which was developed with the .NET technology.

SALES AUTOMATION

With the sales functionality of CRMWeb you have the possibility to reduce your sales costs, to increase your customers’ satisfaction and thus increase the success of your sales. Through the automation of many sales processes, CRMWeb places at your disposal a flexible software support for the sales department.

Due to the sales functionality of CRMWeb you will always have an up-to-date overview of relevant customer data. Contacts, tasks, activities, appointments can be easily organized and updated based on complex administration tools.

CRMWeb is equipped with a multitude of functions, which help you simplify your sales processes, relieve your staff of routine duties and thus use your human resources in an optimal way.



Further functions make sure that no appointments remain unaccounted for, that no important deadlines are missed. Warning emails are sent automatically and in real time to the responsible staff members.

EASY INTEGRATION:

During the design phase we made sure that CRMWeb can be easily expanded and preserves its robustness at the same time.

ANALYTICS, DOCUMENT MANAGEMENT, DATA IMPORT AND EXPORT

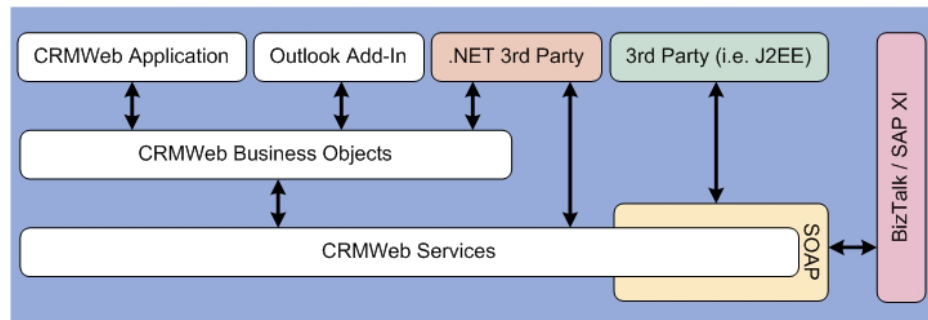
Based on the information in the central data base, CRMWeb’s analytics features make possible the generation of pre-defined and user-defined reports in all departments (sales, marketing, customer service), as well as the generation of more complex reports which integrate more departments. Valuable information can be immediately accessed with a click.

Documents from various external sources in different formats can be saved and managed in CRMWeb, where they can be viewed and used by the authorized users. Documents can be sent per email as attachments.

Data from various sources can be automatically transferred and saved in the central data base with the help of a user-friendly import assistant. The export function allows the transfer of existing data from the central data base to other applications.

INTEGRATION

CRMWeb has an open architecture which allows a complete integration into existing ERP systems, applications or web services.



This year our customers will also be able to use the advantages of the integration with MS Outlook.

We would be glad to be able to present you the advantages of our product and thus convince you of the benefits it can bring your business. Please contact us, should you require further information regarding our product.

Contact us!

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