

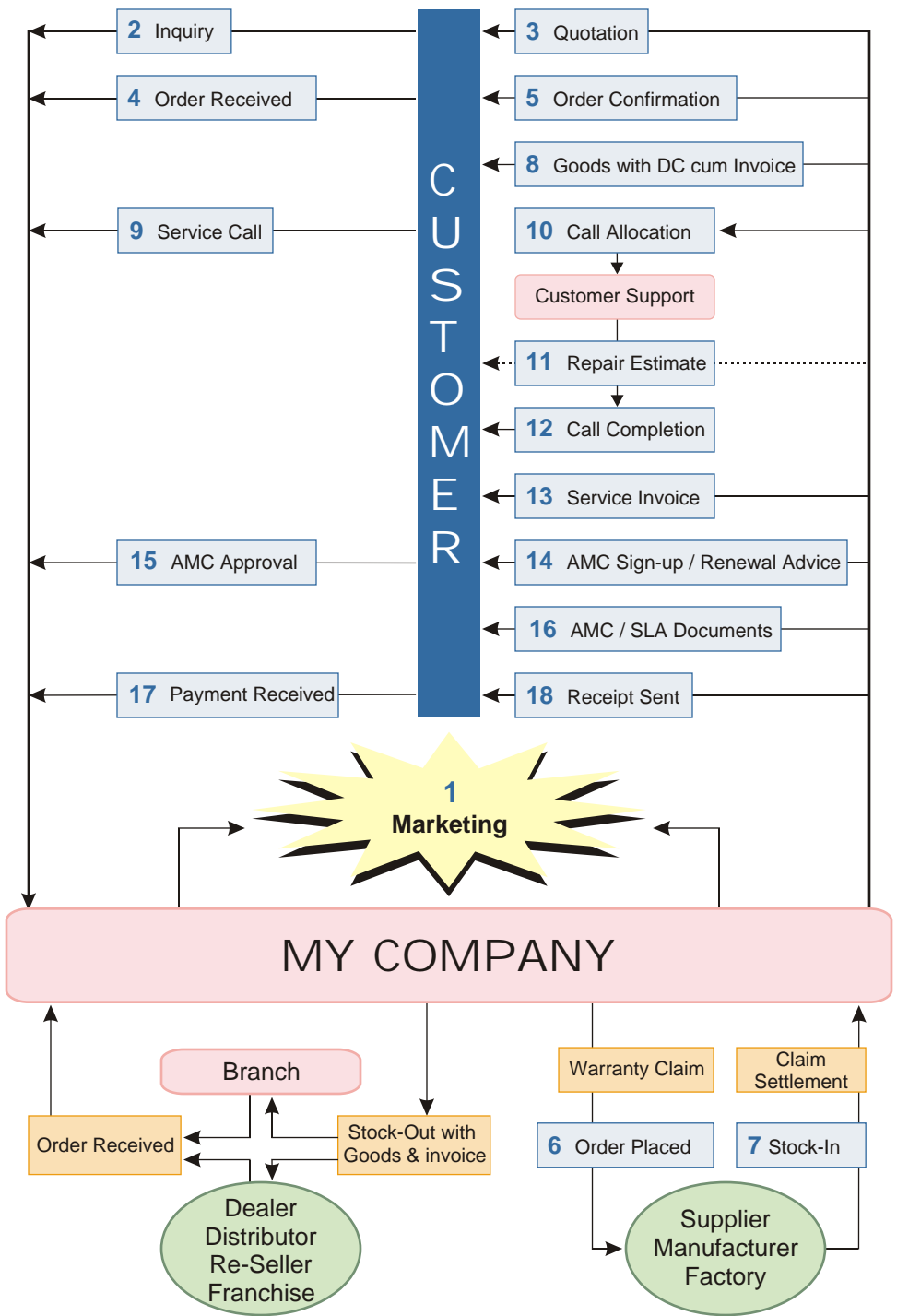
eBizWiz[®] CRM

The Best Way To Work Smarter



eBizWiz CRM helps you to work more efficiently, gain business intelligence, thus increasing your company's productivity and profits.

Web-enabled easy to use Customer Relationship Management (CRM) and Sales Force Automation (SFA) software.



More than
500
Installations
Nearly
2000 live users

We are one of the pioneers in developing and marketing Customer Interaction and Relationship Management software specifically made for companies who are into Manufacturing / Selling / Servicing.

eBizWiz CRM is a unique and powerful software product that will efficiently automate 3 key functions of your company's front-office as well as back-office operations.

- Marketing
- Sales (with optional Order Processing and Stocks modules)
- Customer Support

eBizWiz CRM allows you to record all interactions with your customers and maintain history of the equipments sold or serviced by your company.

Target Industries

- Air conditioners and Refrigeration
- Automobiles
- Consumer Electronics and Appliances
- Elevators
- Medical Electronics
- Office Automation
- Electronic Weighing Scales
- Industrial Machinery
- Financial and Insurance Services
- Chemicals and Pharmaceuticals

Why eBizWiz CRM?

- Built on latest software technologies
- In-depth domain knowledge
- Driven by customer needs
- Have the will to understand customer's business & offer cost effective solution

1 Marketing Module

- Plan and manage campaigns to promote your Products and Services
- Focused marketing campaigns to target Customers
- Monitor marketing expense
- Analyze the success of a campaign
- Arrive at the best way to promote your Products and Services

Reports Generated

- Campaign register
- Campaign expense analysis
- Customer acquisition cost
- Expense v/s Sales achieved
- Campaign success ratios

2 Inquiry Module

- Enable your Sales team to record and track all Inquiries received
- Manage Inquiries efficiently
- Reminder to Salesman on Inquiry follow-ups
- Salesman can input Feedback and Action using a single interface
- Sales forecasting
- Expense analysis
- Competitor analysis
- Sales engineer performance analysis
- Prospect and Client information at your finger tips

Reports Generated

- Inquiry register
- Open Inquiries
 - By Salesman, Customer, Category, Product category, Product, Sale stage
- Action to be taken
 - By Action, Date, Customer, Category, Salesman, Product, Sale stage
- Action taken
 - By Action taken, Date, Salesman
- Competitor Analysis
- Lost inquiry analysis

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Quotation Module

- Sales team can send proposals to existing and new customers
- Quotations are linked to inquiries
- Reminder to Sales person prior to as well as on follow-up date
- Provision to revise quotations
- Copy from existing quotations is also possible

Reports Generated

- Quotation register
- Approved quotation (By Salesman, Customer, Inquiry)
- Open quotation (By Salesman, Customer, Inquiry)

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Order Processing Module

- Enable your company to process Customer's orders received
- Requisitions can be received from internal entities like Branch, Engineer etc.
- Orders received from Customers are linked to Quotation and Inquiry module
- Orders can be placed on Suppliers, Manufacturers, Factories, etc.
- Track pending orders of Customers and Suppliers

Reports Generated

- Order register
- Pending orders (By Party, Item, Delivery date)

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Stocks Module

- Manage inventory of Finished goods (Models), Spares and Raw materials
- Manage sales and service stock separately
- Complete Engineer stock loan accounting
- Track defective stocks
- All stock transactions typical to an enterprise are possible to be carried out

Reports Generated

- Stock register
- Stock status
- Stock ledger
- Stock level
- Stock movement
- Item order status

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Sales Module

- Enable your company to make Warranty and Non-Warranty sales entries
- Capture Warranty period, Product serial number and Preventive maintenance visits
- Update stocks and pending customer orders automatically
- Sales schemes respective to each industry can be defined
- Sales analysis
- Reminder letter prior to warranty expiry

Reports Generated

- Sales register
- Sales analysis
 - By Product, Product category, Customer, Customer profile, Geographic location
- Contract sign-up advice
- Non-active warranties

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Maintenance Contract Module

- Captures data related to equipments maintained
- Warranty Sales data can be transferred to this module
- Fresh contracts can also be entered
- Service Level Agreement - SLA can be prepared
- Reminder letter prior to Maintenance Contract expiry
- User defined contract types
- User defined contract payment schedules
- Variable Contract period
- Automatic AMC quotation

Reports Generated

- Contract register
- Contract analysis
 - By Product, Product category, Customer, Customer profile, Geographic location
- Contract renewal advice
- Non-active contracts

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Call Center Module

- Capture all the Customer calls related to After Sales Service
- Immediate Product status information on Call logging
- Allocate calls
- Monitor calls till the time they are resolved
- Pending reasons can be given to monitor pending calls
- Capture call completion details
- Product history and interactions with the Customer are recorded
- Engineer performance analysis
- Product / Model analysis
- Spare Part failure analysis
- Prepare Repair estimates
- Schedule Preventive Maintenance visits
- Monitor outstanding Preventive Maintenance visits

Reports Generated

- Call register
- Repeated calls in a particular period
- Pending calls analysis
- Complaint analysis
- Defect analysis By Product, Model
- Spares consumption by Product, Model
- Monthly service and quality analysis
- Engineer productivity and response time
- Service invoice register
- Customer feedback analysis
- Service history

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Receivable Module

- Register payments received against all transactions
- Monitor pending payments
- Remind Customers of Invoice-wise outstanding during interactions

Reports Generated

- Payment received register
- Payment outstanding report
Customer-wise, Invoice-wise

Advantages of using eBizWiz CRM

- Integration between Marketing, Sales, Stock and Service functions
- Built on an experience of more than 10 years
- Industry's best business practices and Practicalities of operations are in-built
- Implemented at 500 locations on All-India basis, hence it is a proven product
- Easy to use and ready to implement with minimal Time and Cost
- Easily Customizable and Scalable with modular deployment
- Handles large volume of data with ease
- Being Web- Enabled, all offices are computerized using single software
- Lowest Total Cost of Ownership

Facilities in eBizWiz CRM

- All reports are generated in MS-Excel and PDF formats
- Comprehensive help available to access data which is already in the database
- 360 degree view of Customers
- Create multiple offices
- Monitor activities of Branches, Distributors, Dealers, Franchisees and Re-sellers
- Consolidated reports with graphs and analysis
- Automatic e-mails to Salesman, Customers and Company Management

Feature of eBizWiz CRM

- Web-enabled with Synchronization
- Menu driven and easy to use
- Hierarchic password protection to prevent unauthorized use
- Comprehensive reporting
- Supports multi user environment
- Interactive Company-wide digital dashboard

About WinMax Technologies

WinMax Technologies offers diverse Customer Interaction Solutions that enable our customers gain business intelligence and understand the ever changing needs of their consumers.

We thrive on being knowledgeable about current business scenario in respective industries and offer cost effective solutions.

Group Companies

CRM Metrix (U.S.A) | CRM Metrix (France) | Array Software Systems Pvt. Ltd. (India)



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