Customer Service

Client: BNP Paribas – LACM (Ligne d'Activité Cash Management)

Project type: CRM

Size: team = 3 persons

Duration :   6 month

Number of users: 12 platforms of 20-120 users each

Solution description:

BNP Paribas is one of the biggest french bank.

The cash management business unit at BNP Paribas brings cash managememt services to the biggest customers. As the transaction volumes can be very high, a very good traceability is needed.

Covered functionalities in the project:

- Customer contacts
- Contract and special agreements management
- Complaints management
- Knowledgebase
- Pro-active information

Our service:

Project director and business consultant

Methods:

DB-Design with Power-Designor. Concept and Planning Guide Applix

Implemented technologies:

Applix *i*Enterprise, modules Sales & Marketing, WebLink et MobileLink, Lotus Notes integration.
Vocalcom Hermes call-center. CTI (PCBX)
(Multi-Tier Client/Server, Oracle, Applix DevStudio, Crystal Report, Visual Basic, Applix Java Extension)