

Sales Force Automation

Client: Cham Paper Group
Project type: CRM
Project size: team = 3 persons
Duration: 6 months
Number of users: 100 (including mobile users)

Solution description:

Cham Paper Group is a group of special paper fabrication companies present in several countries as Switzerland, Italy, Norway, USA, South America, ...

Covered functionalities in this project :

- Customer database with their equipment (paper transformation machines => customer potential can be evaluated), contact persons.
- Preparation and visit reporting
- Customer contact history
- Contracts and special agreements management
- Link to the DWH (DataWareHouse)
- Information, structure and product prices
- Complaints management
- Knowledgebase
- Offering process implementation
- Ideas database for new products or new services

Our service:

Project manager and business consultant

Methods:

DB-Design with Power-Designor. Concept and Planning Guide Applix (process oriented approach)

Implemented technologies:

Applix iEnterprise, modules Sales & Marketing, WebLink and MobileLink, Gateway to Outlook.

(Multi-Tier Client/Server, SQLServer, Applix DevStudio, Crystal Report, WebDAV)