



EPROMIS CRM

EXTENDED PROFILE



OVERVIEW

ePROMIS Solutions offer a range of business applications designed for mid-sized companies and larger enterprises. These integrate to become modules of a larger system if required, allowing for ePROMIS CRM to be integrated with accounts, HCM and other modules to support data integrity.

ePROMIS CRM software records every interaction with customers across the entire business. The aim is to manage the interaction with new and existing customers consistently across the organization, reducing customer attrition.

ePROMIS CRM offers an all-in-one system with a broad range of functionality across sales, marketing, and customer service functions. Salespeople can use customizable dashboards, automated reminders, pipelining and quotation management tools to engage efficiently and knowledgeably with leads, whilst customer service and support operatives can accelerate customer query resolutions and maximise the customer experience. Marketers can benefit from marketing automation and social media tools.

ePROMIS CRM offers a support portfolio that includes experts who follow industry best practice. Support can include consultation on the best product for companies; customization in the Cloud, web-based, hybrid and on-premises infrastructures; implementation services; managed services; support and maintenance and training and knowledge transfer.



SOFTWARE SPECIFICATION

OVERVIEW	
PRODUCT NAME	ePROMIS CRM
SOFTWARE FEATURES	
API ACCESS	✓
CADENCE	✓
CONTACT MANAGEMENT	✓
CONTRACT MANAGEMENT	✓
DATABASE MANAGEMENT	✓
FUNNEL REPORTING	✓
INTEGRATIONS	✓
PARTNER TRACKING	✓
PERFORMANCE REPORTING	✓
PIPELINE MANAGEMENT	✓
PRODUCT & PRICE CONTROL	✓
SALES GAMIFICATION	✓
QUOTATION HANDLING	✓

TASK ASSIGNMENT	✓
TERRITORY/QUOTA MANAGEMENT	✓
SUPPLEMENTARY FEATURES	
CPQ	✓
CUSTOMER SERVICE AUTOMATION	✓
MARKETING AUTOMATION	✓
SOCIAL RELATIONSHIP MANAGEMENT	✓
CUSTOMER SIZE	
SMALL (1-50 USERS)	✗
MEDIUM (51-200 USERS)	✓
ENTERPRISE (201+ USERS)	✓
OTHER FEATURES	
MULTIPLE LOCATIONS	✓
MULTIPLE CURRENCY	✓
CUSTOMIZABLE	✓
MOBILE FEATURES	
IOS APP	✓
ANDROID APP	✓
NATIVE WEB APP	✓
HOSTING METHOD	

CLOUD	✓
ON-PREMISE	✓
FURTHER INFORMATION	
IMPLEMENTATION TIMEFRAME	2-3 months