

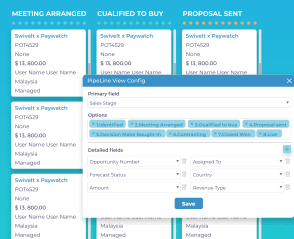
Increase productivity and efficiency across your whole business. Manage all your sales, marketing, support, and suppliers effortlessly. Plus, make it easier to do business with your company with a complete self-serve offering to your customers and suppliers

## Part 1

### SALES

#### Customizable Sales Process

Create multiple custom stages, personalized views, re-organize the layout to suit your needs and processes

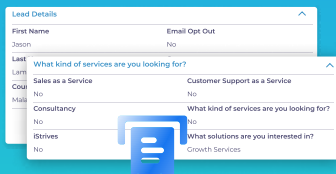


#### 360 Degree Deal View

A single location to get a complete view of your customers, contacts and the entire sales and support engagement. With just a click get to your full interaction and commercial information

#### Quote to Invoice

Go from quote to order to invoice and manage products and services. Specify the price, quantity and send them to your customers directly from the CRM



#### Click-to-Call Solution

No need for a separate calling system, with the inbuilt click-to-call you can manage inbound and outbound calls which are automatically logged including the call recording. The customer record auto appears when they call so you can ensure they get the right experience

### MARKETING



#### Email Marketing

Send emails effortlessly to targeted customers and track email campaigns to build sales momentum



#### Full Campaign Management

Manage all your marketing campaigns and track their performance from lead generation till a closed deal



#### Webforms Builder with UTM Tracking

Use Webforms to automatically collect information and needs from site visitors as well as their source using UTM tags. Use it for lead generation, contact creation, support, customer satisfaction and many more options



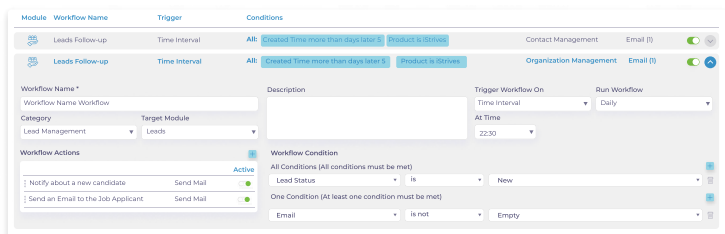
#### Template builder

Easy to build email templates, drag and drop editor, automation tools to track analytics in real-time, and convert visual builder designs to HTML email templates and vice versa

### CUSTOMER SUPPORT

#### Manage Satisfaction

Collect customer satisfaction and NPS scores directly into iCRM and use workflows to automate case follow-up to ensure customer feedback is converted into actions that will enhance their experience



#### Full Case Management

Fully automate case creation, assignment, and resolution process. Make it easy for team members to collaborate seamlessly to increase first time resolution rates

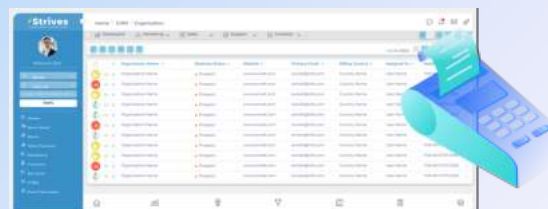
#### FAQ into Knowledge

Turn frequently asked questions into a knowledge base accessible on the self-service portal to reduce case volume and help your team focus on solving more complex problems

### SUPPLIERS

#### Supplier Management

Get a 360-degree view of your suppliers and digitize/automate the end-to-end supply chain process. Store all commercial documents, stack rank supplier performance, introduce SLA based payments and much more



#### Supply to Inventory

Automatically update inventory so you can track all your products, improve inventory management and automate purchasing

#### Purchase to Payment

Manage the purchasing process and build custom approval flows and automation to digitize the process, reduce supply risk and reduce manual work

Excited to start growing your business?

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Then contact us today:

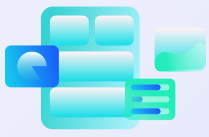
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## Part2

### ANALYTICS



#### Customizable Reports

Full flexibility to create custom reports to visualize the status and outcomes across the full customer and supplier journey



#### Connect Data for One View

Connect all your data sources via API or CSV upload and see how all your all your business operations are performing in real time. Draw insights from the various activities, process stages, and overall progress to help you spot opportunities for improvements



#### Dashboards & Scorecards

Create unlimited dashboards and scorecards to ensure the priorities for your business are being achieved and progressing in the right direction

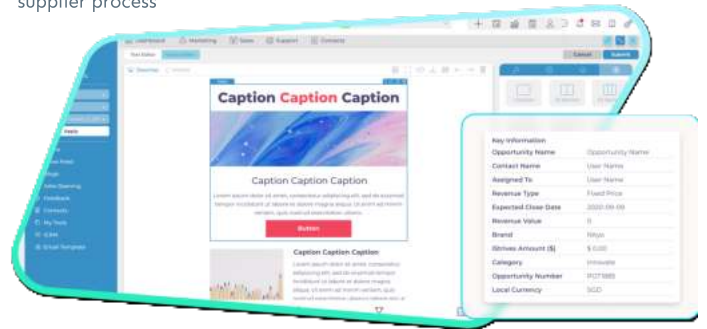
### AUTOMATION

#### Workflows

Create custom workflows to automate any part of your marketing, sales, support, and supplier process

#### Custom Functions

Add custom actions to workflows to increase the power of workflow automation



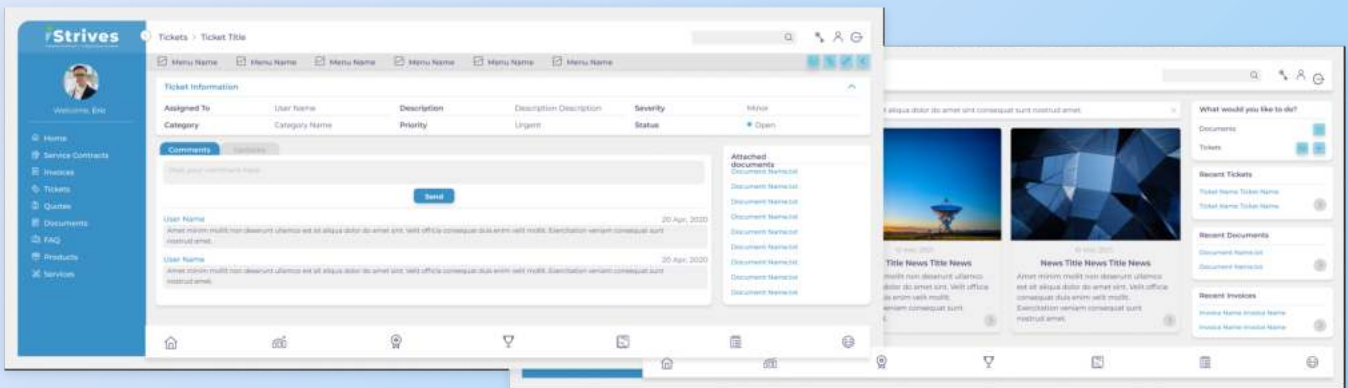
#### Webforms

Power up your website to automatically create leads, deals, tickets, and other records

#### Automated Email

Set automation triggers to send emails internally and externally

### SELF-SERVE PORTAL



#### Customizable

Pick and choose different elements in iCRM to be displayed on your portal

#### Customers

Keep your business running 24/7 with a self-serve portal so customers can get support updates, make requests, make purchases, access FAQs and many other functions at a time that suits them

#### Suppliers

Connect your suppliers to your business so that they can work on projects with you, share supply availability, address requirement and other activities that will enable more efficiency in your supply chain process

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