

## InnoVeer's CRMEnable™ For Microsoft® Customer Relationship Management

### ACHIEVING SUCCESSFUL CRM OUTCOMES

There's no doubt that the business benefits of customer relationship management (CRM) are not only appealing, but also crucial to efficiently doing business in today's economic environment. Streamlined business processes, productive employees, and satisfied, loyal customers all lead to a boost in your top and bottom lines.

InnoVeer Solutions, a proven leading provider of CRM solutions, has teamed with Microsoft Business Solutions to offer CRMEnable™ for Microsoft CRM. CRMEnable™ is specifically designed to help companies achieve outstanding outcomes from Microsoft CRM, quickly and cost effectively:

- Increased customer satisfaction
- Increased customer retention
- Increased employee satisfaction
- Gains in employee productivity
- Decreased cost of sales and cost of service
- Increased revenue
- Improved profitability

### INTRODUCING CRMENABLE™ FOR MICROSOFT CRM

*Designed to take the risk out of software implementations*

InnoVeer's CRMEnable™ is a rapid implementation of Microsoft CRM. For a fixed cost of \$72,000, our Microsoft Certified Professionals will have your sales or service organizations up and running on Microsoft CRM and showing results within weeks.

### INNOVEER'S CRMENABLE™ INCLUDES:

- IT infrastructure validation
- 4-week rapid implementation of Microsoft CRM
- Configuration to meet your immediate business needs
- An affordable fixed-cost implementation of \$72,000\*, yielding rapid returns
- A powerful CRM base that scales to grow along with your business

\* Does not include licensing

### WITH MS CRM AND CRMENABLE™, YOU WILL:

- Have more time for selling to existing and prospective customers
- Gain better understanding and control of the revenue forecast
- Provide quicker, more efficient customer support
- Improve and streamline sales and support processes
- Access all customer information from one place
- Manage your business more effectively



Through CRMEnable™, Innoveer Solutions can deliver the following Microsoft Sales or Microsoft Customer Service functionality:

#### CORE FEATURES:

- Account management
- Contact management
- Activity management and calendaring
- Product catalog
- Business process automation
- Notes and attachments
- Business and user management
- Security management

#### MICROSOFT SALES:

- Lead and opportunity management
- Automated territory assignment\*
- Pipeline analysis and sales reporting
- Automated sales methodology\*
- Quotes
- Direct e-Mail

#### MICROSOFT CUSTOMER SERVICE:

- Service request/case management
- Activity management
- Workflow automation\*
- Service request analysis reporting
- e-Mail management

\*Microsoft CRM - Professional Version Only

## THE INNOVEER ADVANTAGE

Innoveer's Microsoft-certified consultants have unmatched expertise in the CRM industry. Innoveer Solutions' focus is and has always been on Customer Relationship Management. A Certified Partner of Microsoft Business Solutions, Innoveer Solutions focuses on expertly integrating Microsoft Business Solutions CRM Applications within your technology environment and with your business.

## MICROSOFT CRM

With Microsoft Customer Relationship Management software, companies can make well-informed decisions, improve sales effectiveness, and provide superior customer service, resulting in more profitable customer relationships. Easy to deploy and use, Microsoft CRM is accessible from Microsoft Outlook and the Web, integrates with other business systems, and scales as your business grows.

## ABOUT INNOVEER SOLUTIONS

INNOVEER SOLUTIONS, an award-winning customer strategy and solutions consultancy, provides world-class CRM solutions to clients throughout the United States and Western Europe. The firm offers planning and strategy, technology implementation, and optimization services designed to ensure positive outcomes in the areas of business growth, internal efficiencies, and customer experience. Innoveer Solutions has focused exclusively on customer management since 1998 and has completed more than 500 successful projects.

## CONTACT US

For more information about how Innoveer Solutions can help you launch your Microsoft CRM solution through CRMEnable™, please contact Jennifer Yanoff at [jyanoff@innoveer.com](mailto:jyanoff@innoveer.com) or at (+1) 508-621-5132.

