SAP CRM Solutions

Business Scenario

The client required a Sales Force automation solution that would support their business processes and would integrate with the existing SAP ERP system as well as additional legacy systems.

So they were selected SAP BW as the platformz for its Decision Support System.

Benefits of SAP CRM Solution

- ✔ Increased visibility of relevant customer data
- ✔ Increased opportunities for cross-selling and up-selling
- ✔ Reduced time needed to configure customer relationship management(CRM) functionality

- ✔ Simplified user interfaces and workflows
- ✔ Enhanced support to bussiness partners,dealers,etc.

Solutions Delivered

- ✔ Avani has provided a CRM solution to manage serivce orders designed to meet SLAs. These solutions helped to accelerate the billing process as well as track services.
- ✔ Avani has designed and developed a field service management solution to increase the efficiency of field service engineers Real-time project related data can now easily be accessed.
- ✔ the SAP CRM solution provided to simplify the Return Material Authorization process,while increasing customer satisfaction by automating the warranty and claims process
- ✔ SAP CRM's base management process creates quick and accurate insallation

Project Benefits

- ✔ The installed base management improves consistency and allows relevant interaction between the client and their consumers.
- ✔ using the master data management as well as account and contact management,the client gains visibility of relavant customer data.
- ✔ Field service management simplifies user interaction and enhances the support the client gives to its business partners , dealers and consumers on the go.
- ✔ Integration of SAP CRM with other systems has benefitted the client by increasing opportunities for cross-selling and up-selling

Why Avani

Avani has delivered over six global implementations in CRM for customers in pharmaceutical,automotive,and manufacturing fields

Avani has a team of over thirty engineers helping customers in deploying SAP CRM project in the US,india and in portions of Africae

Avani has state-of-the-art software development centers in US and India

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