# CRM - CUSTOMERS RELATIONSHIP MANAGEMENT

## About OASN Solutions

OASN Solutions is IT technology provider in general and platform Development company specialist in Web and Mobile Applications. We identify market needs and develop state-of- -the-art tools to address those needs. We focus on usability, agility and simplicity with a global vision to cover the needs of different markets.

## Platform

- CRM is a Web application based on Cloud Access (no on-premises installation, servers or database)

- is accessible by browser vis Internet and Mobiles (supporting iOS and Android)

- English Language
- Zero downtime
- Credibility of Google technology and support services

V1.0

The CRM (Customer Relationship Management) is an essential platform for any organization or team looking to effectively manage their following up processes regarding sales, marketing, opportunities hunting and customer interactions. It can be used by companies of any sector or type, as it helps to streamline communication and organize customer data through a powerful sales pipeline in one convenient dashboard.
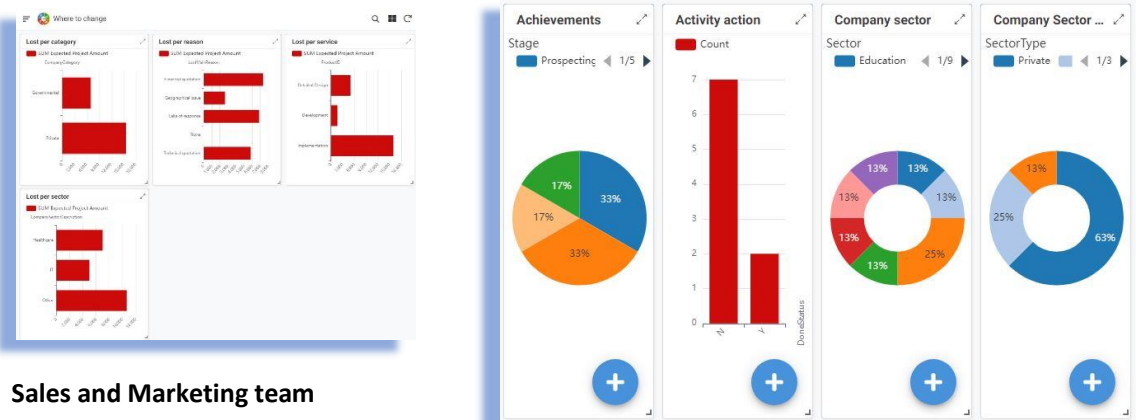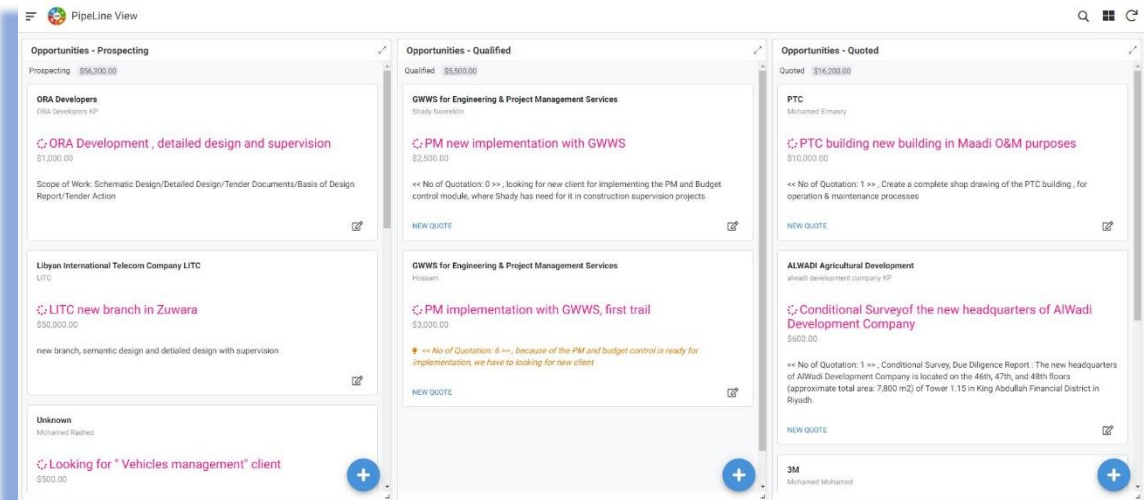




**Sales and Marketing team**

The CRM team is responsible for managing and tracking all customer interactions (Prospecting, Qualified, Quotes, ..etc), as well as taking necessary actions through emails, meetings, SMS and calls. This ensures that all opportunities are followed up on in a timely manner through activities calendar by responsible team.



**Management level**

The platform is supported by a dashboard includes charts and KPIs that provide an overall view of the over all sales' processes performance. This includes tracking opportunity achievement, hit ratio, activity actions, and company sectors.

**Integration with other systems:** The platform enables quick and efficient communication with contacts through various means such as calls, SMS, or other tools (most favorite tools used in mobile functions). Also, the CRM is integrated with HR-CM and PM & Budget Control platforms.
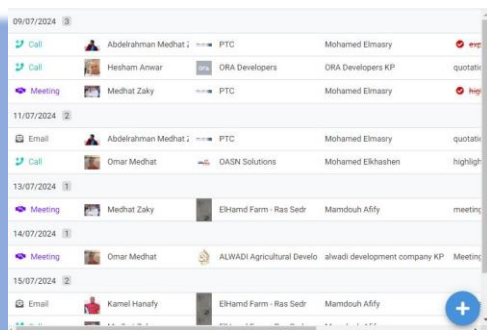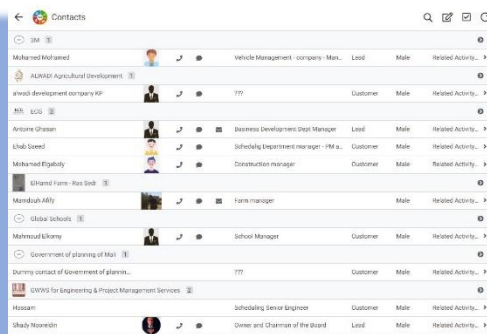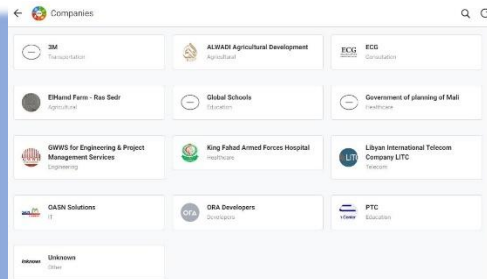
# How the CRM operates?



## Requirement
Internet access

## Technical Support
- Through email or direct feedback
- Reply within 48 hours
- Urgent cases within 24 hours

## Contact Information
www.OASN-Solutions.com
info@OASN-Solutions.com

### Setup
- Sales and Marketing team
- Sectors / categories of customers business
- Companies (customers) data
- Key person contacts information
- Type of provided services for opportunities and quotations

### Operation
- Companies / contacts updating according to the reality
- Entry and follow-up of the opportunity and its status
- Preparing the quotations
- Upon awarding the opportunity, change its status to "closed won"
- Upon losing the opportunity, enter the reason for producing "where to change" statistics
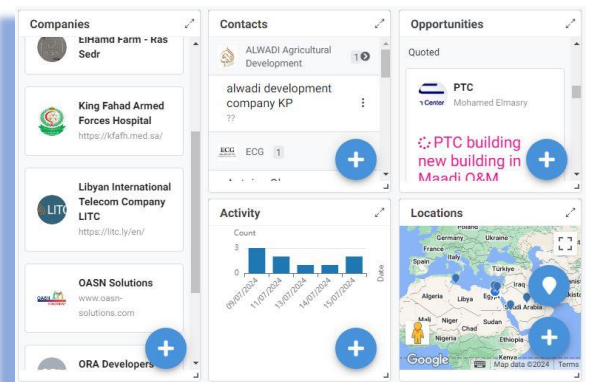
### Targeting
- Business Development , sales and marketing teams

### Free trail
- Try the whole platform for free for 10 days

### Economic
- It's a rent deal, pay as you go

## AVAILABLE SERVICES

Implementation & Training

Data Migration

Technical Support

## OASN
## SOLUTIONS