

Streamline workflows and improve customer relationships for your distribution business.



As a distributor, your relationship with your customers is key to your success. From identifying and tracking prospects, managing the sales cycle to delivering an excellent customer experience, customer relationship management can be complex and time consuming if done manually with spreadsheets or through email.

A single view of your customers

When everyone in your organization has the same view of your customers, collaboration and efficiency increases and you minimize the risks that come from entering information multiple times in multiple systems. Your sales and customer service teams can better work together by using Sage CRM to resolve issues such as accounting inquiries, orders, shipment status, shipping problems, and product issues by using a single system.

Streamline your processes

Customer contracts can be complex, including orders, volume pricing, and delivery schedules. It is important that nothing is lost in translation between your sales teams and other business lines, so all the contractual details are available across departments. Streamline workflows for sales, warehouse management, and order fulfillment tied to customer information. Configure your specific workflow needs that include activities such as warehouse operations tied to customer service activities with Sage CRM.

Business visibility when and where you need it

Gain the maximum visibility you need into sales, marketing and customer service so you know you are delivering the high level of service your customers expect. Quickly find the information you need with easy to use dashboard views with detailed interactive information and reports that give new insights into business performance with Sage CRM.

Get anytime and anywhere access to critical customer information in real time, on any device, regardless of your location. Your sales and customer service teams can view and update contacts, opportunities, leads, and cases when on the road or at customer sites, even when temporarily without internet access.

Improve issue tracking

You can easily track the replacement of damaged products or warranty product claims with Sage CRM. Automate complex workflows that you use today to reduce the time it takes to address issues before they become urgent and maximize customer satisfaction.

Deliver exceptional customer service

Get a full view into your customer interactions so you can deliver an exceptional customer experience every time with Sage CRM. Using a centralized knowledgebase and powerful reporting tools, you have access to accurate single-view of your customer's information across departments. Quickly search and update contacts, opportunities, leads, and cases. Your customer service can have a more meaningful conversation with customers and be more productive, leading to increased customer satisfaction levels and faster results.

Sage CRM

Extend the power of Sage ERP

When Sage CRM is tied to a Sage ERP solution, the entire business benefits from end-to-end visibility and a single view of the customer, such as visibility into payment history, order status, order availability, unresolved customer cases, quotes, and more, giving you a competitive edge to deliver great value to your customers.

Benefits of Sage CRM

- Workflow easily customized for your business
- Rich CRM functionality accessible anywhere, anytime using multiple mobile platforms
- Highly customizable and scalable solution that grows as your needs develop
- On-premises or cloud options
- Rapid return on investment and affordable, low cost ownership
- Intuitive, simple navigation

Features at a glance

For all users

- Fully customizable and interactive dashboard
- Interface design and content can be personalized for each company
- Built-in user tutorials, user guide, quick tips, and product videos
- Impactful visual charts and highly graphical reports
- Dynamic linking of multiple information sources using a single dashboard screen
- Centralized meeting management
- Fully customizable graphical workflow

Ease of use

- Sage CRM access from Internet browsers
- Mobile CRM from smartphone and tablet devices
- Easy-to-use interface

For IT professionals

- Out-of-the-box quick customization with advanced customization options
- Easy to install and quick to deploy
- Flexible deployment options
- Easy to integrate

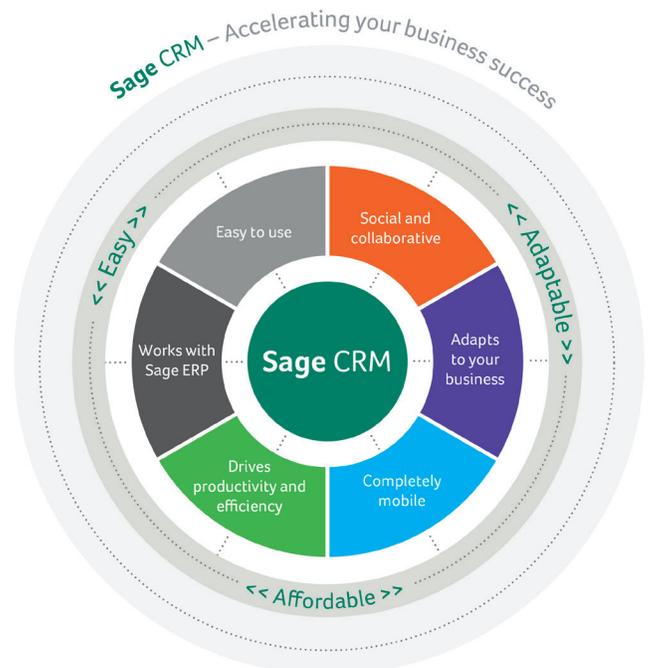
Integration capabilities

- MS Exchange
- MS Outlook
- Social media
- Existing websites for self-service portals

About Sage CRM

Sage CRM is used by over 15,000 organizations in 70 countries worldwide to manage their critical sales, marketing and customer service activities every day. Award-winning Sage CRM equips businesses with the tools they need to find new customers, close sales faster and build lasting, more profitable relationships across all channels. Regardless of how, when or where customers, partners and prospects choose to interact with your business, Sage CRM provides a decisive advantage by delivering a comprehensive, easy-to-use system to successfully manage these relationships. When connecting Sage ERP with Sage CRM, businesses benefit from more insights, increased efficiencies and productivity, and gain a single, customer-centric view across their entire business.

See for yourself the difference that Sage CRM could make to your business. Let us help you determine which Sage CRM solution best fits your business needs. Visit na.sage.com/us/sage-crm to find out more. Call us at 1-866-530-7243, or contact your Sage business partner.



For more info, visit: <http://na.sage.com/us/sage-crm>
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