



DEALER CRM

Dealer Customer Relationship Management Software (CRM)

A comprehensive contact management software suite with document, activity and quotation management linked to the leading accounts packages and Microsoft applications.



Company details

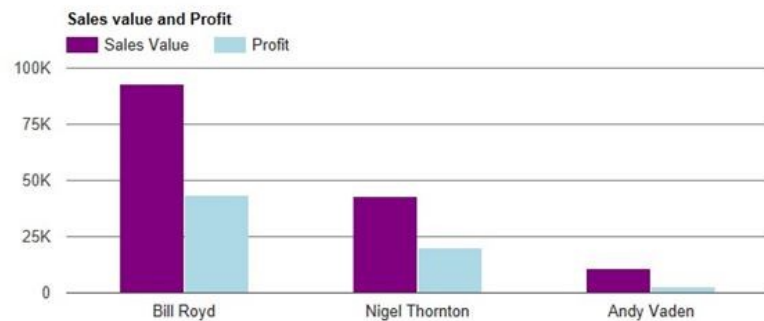
Enabling your company to track enquiries from the first call or visit to your website to placing an order, which is sent directly to your accounts package. Dealer CRM will save you the time by avoiding duplication of information. You will only need to enter the information once and this is visible to all your team.

Integrated CRM

With links to Microsoft Outlook you are running only one diary. Integration to Pegasus Opera, Intact IQ, Exchequer, Sage 200 and Sage 50 accounts enables the creation, of accounts, orders, products and invoices directly from Dealer CRM, along with real-time enquiries from the accounts package for items such as credit limits, customer balances, credit controller notes and stock enquiries.

Full quotation system with complete product description and specification lookup's.

Quotes can be emailed or printed and Purchase Agreements can also be produced directly from the Dealer system.



Quote / Order Detail

Quotes Raised Today					
C&J012	C& J Environmental Limited	3181	Quote For Upgrade To Opera	AS	£1,600
ABU125	ABU Uk Limited	1122	Tape Drive For Server 4gb (Dc	AS	£738
C&J012	C& J Environmental Limited	9533	Sageline 50 Payroll - S/U 2 Co	BR	£3,950
Orders Today					
EMB021	EMB Computer Services Limited	39488	Addition of Report Stamps for	DEV	ES £453
SAO521	SAO Dental Centre	40079	Vigor 2830n to replace a 2800	AV	£189
HR250	HR 250 Ltd	40081	IT Infrastucture Figures for	NT	£4,159
Lost Orders Today					
RNA028	RNA Consultants Ltd	40083	Support Contract	BR	£1,825



DEANS COMPUTER SERVICES PLC

www.deansplc.co.uk



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Boston Lodge, 42 High Street, Boston Spa, West Yorkshire, LS23 6EA

Dealer CRM

Helping your company deliver exceptional customer service creating long term relationships



DEALER

CRM

Wealth of information at your fingertips

The system has a powerful search facility—enabling you to find products by stock code or even part description.

Linking into Google, Companies House, Bing Maps and Duedil enables all relevant information to be uploaded into Dealer business and contact pages giving you a wealth of information allowing you to market to your customers and prospective customers.

Information is key to developing business. Dealer CRM enables the whole team to view various business reports.

With everyone using one piece of CRM software you can view KPI dashboards and reports easily to identify vital information from the top 10 customers to top sales performers at the click of a button.

A selection screen enables companies to be picked by a variety of parameterised criteria to produce a mailing list. The selected list allows amendment (such as removing opt outs) prior to generating a mail merge into Word or HTML document for emailing. This option also gives access to very flexible query generator for exporting information to Excel.



Targeted E-Marketing - Extending the functionality of the CRM Software Suite

- Telemarketing call scripts
- Telemarketing call screen
- Telemarketing Manager screen
- Import results of e-mail shots focusing on clicked, opened and bounced e-mails
- Record and manage campaigns
- Reselect previous activities for further mailings
- Forward sales leads through to sales teams or account manager
- Measure results for future campaign



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