AcuitiLabs

Industry : Real-Estate Consulting

SAP Solution:
Sales & Service Automation

By Acuiti Labs

Challenges:

⊘ Existing CRM (on-premise) was not scalable to meet business needs.

⊘ Existing system had no support for multiple channels, inaccurate analytics and no access to application in mobile or offline mode.

How Acuiti Labs resolved these challenges

1
Deployed a cloud-based sales & service automation solution i.e. C4C (cloud for customer)

2
C4C enabled real-time lead scoring, centralized account and opportunity management.
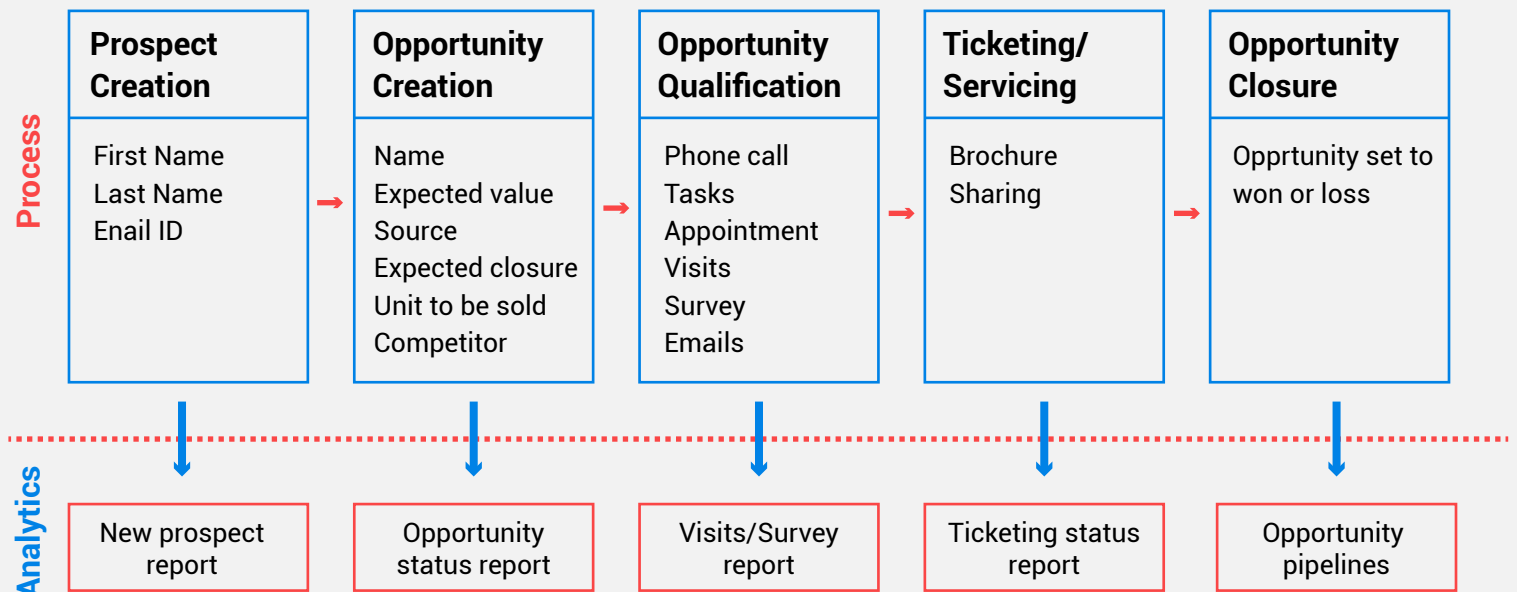
3
Supported multiple channels depending on type of customers with real-time analytics

4
Helped to deliver right product at right place with application mobility support and improved visit planning.

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Solution Architecture

Process

Prospect Creation	Opportunity Creation	Opportunity Qualification	Ticketing/ Servicing	Opportunity Closure
First Name Last Name Enail ID	Name Expected value Source Expected closure Unit to be sold Competitor	Phone call Tasks Appointment Visits Survey Emails	Brochure Sharing	Opprtunity set to won or loss

Analytics

New prospect report	Opportunity status report	Visits/Survey report	Ticketing status report	Opportunity pipelines

Benefits

- Support for customers anytime, anywhere through free mobile app (device-agnostic) & with offline capabilities.

- Get predictive insight into customer needs and a complete 360-degree view of the customer.

- Automated work distribution, email-integration and deals management.

- Intelligent, Omnichannel ticketing capabilities and enhanced productivity tools for service agents.

About Us

Our primary objective is to serve in the best interest of our client, and provide them the foundation for a lifelong relationship based on trust and integrity

- Specialist knowledge of the business and technology expertise second to none.

- Our focus always remains the best outcome for our clients and to develop a long-term trusted relationship.

- We always demostrate exceptional standards of professionalism and ability to think outside the box.

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