eOctopus

Customer Relationship Management

Sales Overview Brochure

Solution Provided By

TECHFRAMEZ

NOVEL CLOUD SYSTEMS

What is a CRM system?

Fundamentally, a CRM system allows you to manage the business relationships you have with your customers to help you grow your business.

In fact CRM goes far beyond customers, allowing you to focus on your organization's relationships with all sorts of people – colleagues, suppliers and service users as well as customers.

How does it work?

At the most basic level, a CRM system provides a central place where you can store customer and prospect contact information, and share it with colleagues.

Once this is in place you can track the history of all your interactions you have with those customers: phone calls made, emails sent, meetings held, presentations delivered, inquiries received. Because tracking is everything

See
your business
in a new way
to improve productivity, envision success, and accelerate growth.

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With a CRM system in place, every question, every service request, every preference and every past contact detail about every customer is at your fingertips. And that means that every contact you have with your customers is always personal, relevant and up to date.

And as well as tracking contact histories, you can also add notes, schedule follow-ups and organize the next steps that you or your colleagues need to take. That means you need never miss an opportunity to close particular deals or grow customer accounts. These traditional functions of a CRM system, then, might includes:

- *File and content sharing*
- *Sales forecasting*
- *Instant messaging between employees*
- *Email integration with Outlook and Gmail*
- *Dashboard-based analytics*

By understanding your customers better, cross-selling and up-selling opportunities become clear – giving you the chance to win new business from existing customers.

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Connect to your customers in a whole new way

eOctopus CRM goes much further, integrating with marketing automation and customer service systems to provide a complete, cloud-based ecosystem for customer data.

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Customers	Billing & Invoicing	Recurring Invoices	Estimates
Proposals	On-line Payments	Projects	Milestones
Leads	Contracts	Tickets	Departments
Staff Reminders	Events	Goals Tracking	New Feeds
Staff Tasks & Activity Log	Reports	Surveys	Knowledge Base & Library

Empower all levels of your organization to gain immediate access to information

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List every piece of information about your clients starting with their contacts numbers, emails, and titles and finishing with addresses, locations, offices, industry and so on.

eOctopus CRM allows your clients to check up their projects with your company by providing them with credentials to let them access your cloud in a restricted way and follow up or report any inquiry which will reflect directly into your side of the system.

Your Clients are your partners of success..
Get them involved

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With eOctopus CRM, you can create good looking proposals for leads or customers and increase sales. Also, you can customize your reports as per the business needs; sales reports, expenses reports, customers' reports and ...etc.

Customize.

Excel.

Differentiate.

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Optimized Services and Project Management

Manage projects and track time spent on projects for each staff member. Record project expenses and invoices and bill your clients faster. Professional Gantt Chart included for each project and staff member.

Create milestones of projects and track time spending based on milestone. eOctopus CRM provides you with the ability to Drag and Drop tasks between milestones.

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eOctopus CRM will never let you forget any of your potential clients and you will be able to manage all of them in one place. Keep track of leads in one place and easily follow their progress. Be able to auto import leads from email, add notes, create proposals and organize your leads in stages and change stages easily with drag and drop.

Leads or potential clients are an essential part to any company. Every company is striving to get new leads

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Build Your Business on a Solid Foundation

eOctopus CRM encrypts all sensitive data in the database with a unique encryption key. Encryption is performed on email passwords, API keys, API passwords and etc..

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For more information please visit:
www.ncsys.co.uk
www.techframez.com
Or call us on
+966 11 481-0205

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NOVEL CLOUD SYSTEMS

Global Reach Local Touch

eOCTOPUS CRM SYSTEM