

CRM Express Services



Tangible Results, Faster ROI

Nothing is more frustrating than waiting months or years to see a return on a business investment — especially when something is as important to your business as customer relationship management (CRM). With Maximizer and our professional services team, the wait is over.

Based on customer research and thousands of successful Maximizer deployments, we have created CRM Express Services. These services will help you quickly achieve a return on your investment.

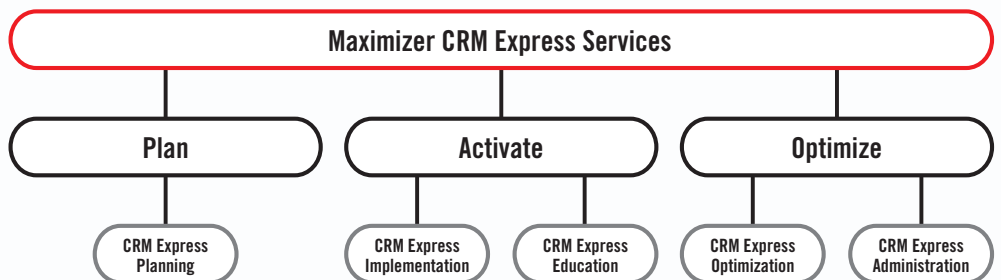
Designed for customers of all sizes and requirements, CRM Express Services are tailored to support your unique organizational requirements. Our business analysts map solutions that address the issues to accelerate business processes and productivity.

CRM Express Services Benefits

- Dramatic improvements in a short period of time
- A road map to help you meet future business needs
- Higher end-user adoption and more efficient use of your CRM investment
- Knowledge transfer to help you implement or further optimize your solution on your own

CRM Express Services Offering

CRM Express Services consists of three categories:



- Plan
- Activate
- Optimize

Each of these three categories consists of one or more services that will enable you to achieve your business objectives.

Plan

CRM Express Planning Service provides two days of either on-site or remote service, where we analyze and document your current business process, as well as our recommendations to meet your objectives.

Activate

Activation includes all activities to get your core system up and functioning as quickly as possible and includes two different families of services.

- CRM Express Implementation
- CRM Express Education

CRM Express Implementation

CRM Express Implementation consists of five days of on-site or remotely delivered implementation services and includes installation and configuration of all core components.

CRM Express Education

CRM Express Education consists of many options including one or more days of on-site classroom or remote virtual-classroom-based training, as well as online on-demand training, available where and when you need it.

Our consultants will work with you to assess your educational needs and recommend the most suitable role-based training options for your staff.

Optimize

Optimization is all about reviewing where you are and looking at where you can gain efficiencies in working towards your business objectives. Optimize consists of two main services:

- CRM Express Optimization
- CRM Express Administration

CRM Express Optimization

CRM Express Optimization consists of a consultant working with you for one or two days, either at your location or remotely.

Our consultant brings our in-depth knowledge and experience with best practices, we review the existing Maximizer CRM solution and identify opportunities for improvement. We document our findings and our recommended solutions.

CRM Express Administration

The CRM Express Administration service provides an a la carte menu of remote administrative services to help protect your investment and keep your CRM Solution running effectively.

A CRM solution is a strategic business system, and is too important to not have an expert take care of it. To gain the most value from your CRM implementation, it needs to be actively administered.

Our experienced team of consultants will work with you to help determine the right administration services for your organization.

Call: 1-800-804-6299

Email: sales@maximizer.com

Web: www.maximizer.com

Americas

604-601-8000 phone
604-601-8001 fax
info@maximizer.com
www.maximizer.com

Europe, Middle East, Africa

+44 (0) 1344 766900 phone
+44 (0) 1344 766901 fax
info@maximizer.co.uk
www.maximizer.co.uk

Australia, New Zealand

+61 (0) 2 9957 2011 phone
+61 (0) 2 9957 2711 fax
info@maximizer.com.au
www.maximizer.com.au

Asia

+(852) 2598 2888 phone
+(852) 2598 2000 fax
info@maximizer.com.hk
www.maximizer.com.hk

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