

# Discover, Engage. Win your Customer Relationship with Microsoft Dynamics® CRM

The new age customer relationship means more than just mere on-demand attention. The key to growth in today's dynamic marketplace is in forging long-term relationships with customers, engaging them constantly to understand their changing needs that determine tomorrow's success in every business.

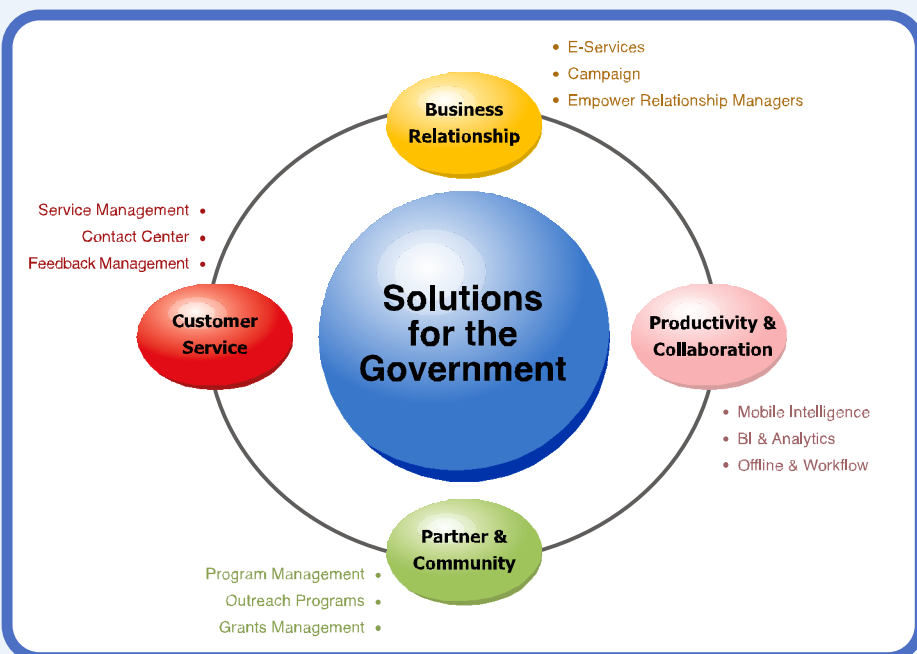


## Benefits:

- Business and technology consulting that helps drive a clearer CRM roadmap
- Achieve rapid deployment with unique implementation methodology
- Derive knowledge and insights from our experienced and certified resources
- Quick turnaround time throughout the engagement cycle
- BI and Analytics solutions that easily identify opportunities and problems at a glance

It is important to understand that CRM is a business strategy. Emerio offers expertise in drafting strategies, processes, technologies, platforms and implementations that help you clearly visualise your CRM roadmap to plan and implement organisation-wide change management.

Our successful implementations and experiences in CRM 4.0 have not stopped us from innovating and building expertise in CRM 2011 to provide new generations of CRM solutions that engages your customer. We ensure your investments are realised and transformed into outcomes with clear benefits.



## Our Comprehensive Suite of CRM Service Offerings:



**Rapid Implementation Services**  
(8 - 12 weeks Go Live)



**Standard Implementation Services**  
(4 - 6 months Go Live)



**Enterprise Implementation Services**  
(6 - 8 months Go Live)

Application Services • Infrastructure Services • Business Process Outsourcing



## Our CRM Solutions Highlights

### E-Services

- Self-service portals integrated with organisation policies, procedures and workflow approvals
- Field Inspection
- Funds management
- Citizen relationship management

### Campaign

- Plan, Execute and Manage campaigns
- Campaign budget management
- Track campaign responses against expected targets
- Automatically initiate next campaign based on response
- Marketing campaign Analytics and Intelligence

### Empowering Relationship Managers

- Contact management
- Lead and opportunity Management
- Relationship Process Management
- Access to application in offline mode
- Access via iPhone and Windows Smart Phone

### Service management

- Contact center solutions
- Request and Feedback management system
- Contract Management and SLA
- Mobility solutions for On-field service and tracking

### Outreach, Program management and Social CRM

- Donor / Sponsor management
- Membership management
- Self-funded organisations to manage Pre-school bursaries
- Before and after school care
- Manage school pocket money fund
- Manage media promotions and relations
- Healthcare programs for community
- Grants management

### Healthcare Solution

- Community Outreach programs
- Contact Center – Inbound and Outbound
- Medical Tourism

## Service Offerings

- Enterprise CRM Consulting
- CRM Implementation Services
- Integration Services
- Upgrade and Migration Services
- Application Maintenance Services

## The Emerio Edge

- Comprehensive CRM service offering from strategy drafting to implementation on a flexible engagement model
- Proven methodologies that have enabled successful deployment of CRM strategy for clients
- Our focus on Microsoft CRM, Microsoft Technology platform and .NET Framework ensures that your winning CRM strategy leverage the full benefits of Microsoft CRM
- Extensive experience integrating Microsoft Dynamics CRM with other line of business applications, including financial and operational databases, as well as business productivity applications like Microsoft® SharePoint®
- Our key strengths are in our people and the commitment to successfully deliver each customer engagement, our delivery by design approach in every project and the quality of our efforts. We measure our success by our customer's success

## About Emerio

Emerio, an NTT Communications company, is a leading technology services and outsourcing company in South East Asia with extensive industry knowledge, proven methodologies, global resources and a successful track record. Emerio aligns to clients' needs to help them achieve consistent quality and operational efficiency. The company offers cutting edge solutions in the areas of Application Services, Infrastructure Services and Business Process Outsourcing. Emerio operates out of 13 countries with delivery centers in Singapore, Indonesia, Malaysia, Thailand and Philippines.

## Alliance Partner



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