



Ness Technologies is both your experienced business consultant and IT services provider. We connect business insight with technological expertise so as to help you to meet your targets, improve business efficiency and boost your overall success. We combine IT solutions, software, applications and outsourcing services in order to fully match your corporate requirements. Our services are based on future-proof solutions, robust competencies and major technology vendor partnerships. We have long-term experience of complex IT implementation across a range of industrial sectors in various European countries. More than 800 Ness experts in the Czech Republic, Slovakia, Hungary, Romania and Macedonia combine global knowledge with local expertise.



Ness Technologies



Ness Technologies – CRM Solutions
Customer in the center of your business

- European Offices
- Czech Republic** Prague, Brno, Ostrava
 - Slovakia** Bratislava
 - Hungary** Budapest
 - Romania** Iasi
 - Macedonia** Skopje

Ness Technologies
www.nesstech.com



CRM – More Efficient Customer Relationship Management

We offer a complete implementation – analysis, solution specification, development, testing, project management and follow-up support – maintenance and further development

Take advantage of our CRM power and the benefits of Ness as a supplier

- A leading team of certified experts
- Market leader in CRM for financial institutions
- The largest number of successful CRM implementations in the Czech Republic
- Extended functionality beyond standard CRM solutions
- As an independent HW and SW integrator we cooperate with various technological leaders

Ness Technologies is one of the largest implementing partners of Microsoft Dynamics CRM and has **the highest number of implemented projects** in the Czech Republic. Our experts have repeatedly proven their experience and the advantages of CRM solutions, which always means clear and measurable benefits for our customers and support of their business objectives. A high-quality picture of its customers is crucial for the success of any company today.

Solutions tailored to your needs Public Administration – immediately available solutions that are developed according to your needs, save costs and increase transparency Sales – benefit from solutions for cooperating and interconnected sales team.

Retail – sell where, how and when your customers want to shop

Marketing – be innovative with automated marketing processes and efficient analysis

Services – manage your client's projects with elegance

Customer Care – arm your team with with the best information and tools and surpass your customers' expectations

Manufacturing – use powerful and flexible solutions that integrate process and unit production

Utility – energy providers and their service companies, partners – energy dealers. In this field we are a strategic partner with knowledge of business processes and experience in a number of projects (SAP).

Finance – banks and their subsidiaries, insurance companies, leasing, pension funds, brokers, building societies. Ness is the market leader in this field.



CRM Ness references

Finance –

corporate banking

ČSOB, a.s., ČSOB SK a.s., PF České spořitelny, a.s., PF Komerční banky, a.s. PF Stabilita ČSOB, a.s.

ČSOB (KBC)

"The advantage is in the direct interface with the regular office applications without the need for any additional log-in, and the quite high degree of user-friendliness."

Martin Pěchouček, Distribution and Corporate Client Coordination Manager

PFČS (Erste Group)

"Ness has demonstrated that it is indeed a company with a team of professionals who not only fulfilled our ideas about the operation of CRM in our company but went on to develop those ideas."

Aleš Poklop, Member of the Board and Sales and Marketing Director

Finance – retail banking

ING Management Service, s.r.o.

– Centralised view of client data by consolidating data from multiple systems
– CRM interfacing with the internet banking functionality

Finance – sales channels

Pojišť'ovna České spořitelny (Vienna Insurance Group)

– Management of the cooperation with business partners
– Integration with the document management system and the telephone exchange

– Reporting

Dynamics CRM Implementation

UniCredit Leasing CZ, a.s.

– functional and technical analysis
– development and deployment
– integration into internal and external systems

Telecommunications

2N TELEKOMUNIKACE a.s., Callax Telecom Holding GmbH, Vodafone Czech Republic a.s., Warid Telecom International

– Contact management, sales, marketing, services
– Phone Agent – interfacing with the telephone exchange

+ additional tailor-made solutions and services (Campaign Management, telephone connection, access via mobile devices...)

Interfacing with other systems – proprietary solutions for integration with DMS, ERP, and BI

Connection with external databases

BI extension – very interesting solutions for medium-sized enterprises



– Customer data sharing between the existing ERP system and CRM (developed by Ness)

– Fast and easy import of data from business cards into CRM

Contact centre

Czech Television

– Unification of the customer data administration and reduction of the cost thereof
– Reduced costs and increased

customer satisfaction through more efficient claim procedures

– Increased customer satisfaction through faster and more accurate responses to their queries and requirements

– Improved cost/profit ratio of the service centre

– Knowledge base administration

– Interfacing with the telephone exchange – caller identification, direct dialling from CRM

functionality, automatic storage of phone call outcomes

Tourism

CK Fisher, a.s.

– Increased sales of holidays as a result of customer identification and classification and use of customer knowledge
– More accurate purchasing of residential and transport capacities through analysing more accurate data
– Integration with the travel agency's booking system

"The FISCHER travel agency conducts sales through its own branches, franchises, and using a network of partners. The customer relationship management system implemented by Ness opens up new opportunities for us in working with the client information both during sales by our branches and in the call centre."

Petr Švarc, Sales Director

Choose the Delivery Method

- Independent consultant, supervision over the delivery of the solution
- Comprehensive fix-time-fix-price implementation
- Bodyshop
- Consulting and partial deliveries under an open order
- Partial deliveries
- Form of service in cloud