

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



European Offices

Czech Republic Prague

Brno

Ostrava

Slovakia Bratislava

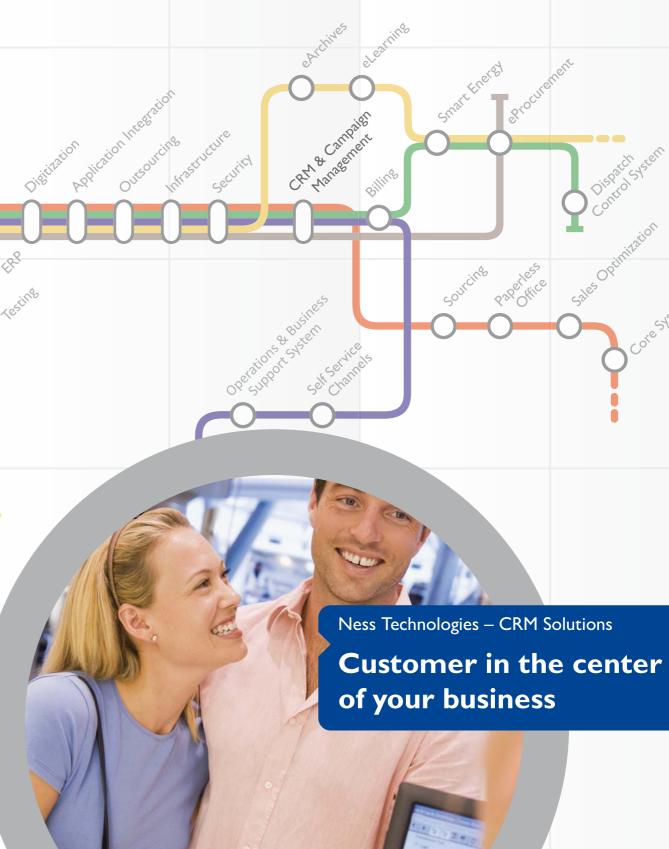
Hungary Budapest

Romania lasi

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

Choose the Delivery Method

- supervision over the
- fix-price implementation
- Bodyshop
- Consulting and partial order
- Partial deliveries
- Form of service in cloud

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.

Needs

Solution Requirements

To efficiently focus the efforts of the company and its staff on the right customers.

To record, monitor, and share customer information across the entire organisation.

To boost customer relationships through the sales, marketing, or service staff.

Fast implementation

Easy operation

Capability of using

Fast Customization

Dashboards

applications to which the staff are accustomed

Mobile Capabilites

OUR SOLUTION

leader in this field.

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

Services – manage your client's projects with elegance

Marketing – be innovative with automated marketing processes and efficient analysis

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

knowledge of business processes and experience in a number of projects (SAP).

CRM Strategy Consulting and Business Management

Analysis and optimisation of business and marketing procedures

Reporting system set-up

Customer trend and demographic analyses Import, export, and deduplication

of customer data CRM project management and facilitation

Implementation of the CRM system

+ 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

SAP CRM





Ssas.

customer satisfaction through

- Increased customer satisfac-

tion through faster and more

accurate responses to their

Improved cost/profit ratio of

- Knowledge base administra-

Interfacing with the telephone

exchange - caller identifica-

tion, direct dialling from CRM

queries and requirements

the service centre

Benefits

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

Utility – energy providers and their service companies, partners – energy dealers. In this field we are a strategic partner with

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

Faster and more user-friendly access to customer information

Easier work for the sales force (process automation) Increased value of the client

portfolio Faster acquisition of new

More efficient cooperation with distribution networks

Easier reporting

customers

User-friendly monitoring of the company's key indicators

More efficient campaign planning, targeting, and evaluation

Better maintenance services and customer satisfaction monitoring

Award-Winning References

PENZIJNÍ FOND Industry Awards

OKIN Industry Awards

Industry Awards ČSOB



FISCHER Industry Awards

more efficient claim proceage 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

functionality, automatic stor-

- More accurate purchasing of residential and transport capacities through analysing more accurate data
- Integration with the travel agency's booking system

- Higher yield of marketing

"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

- Independent consultant, delivery of the solution
- Comprehensive fix-time-
- deliveries under an open
- **PFČS** (Erste Group)

Martin Pěchouček.

Objective

Finance -

ČSOB (KBC)

corporate banking

Increased sales, an increased

number of new customers and

better use of the existing ones

(cross-selling, up-selling), the

unification and automation of

relationships, satisfaction, and

administration, improved customer

loyalty (relationship management).

CRM Ness references

ČSOB, a.s., ČSOB SK a.s..

PF České spořitelny, a.s.,

PF Komerční banky, a.s.

PF Stabilita ČSOB, a.s.

"The advantage is in the direct

interface with the regular office

applications without the need for

high degree of user-friendliness."

Distribution and Corporate

Client Coordination Manager

business processes, reduced

"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,

- Centralised view of client data by consolidating data from multiple systems
- CRM interfacing with the any additional log-in, and the quite internet banking functionality

Finance - sales channels

Pojišťovna 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 Implemen-

UniCredit Leasing CZ, a.s.

- funtional and technical analy-
- 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

Contact centre

Ness)

CRM

Czech Television Unification of the customer

-Customer data sharing be-

tween the existing ERP sys-

tem and CRM (developed by

- Fast and easy import of data

from business cards into

- data administration and reduction of the cost thereof
- Reduced costs and increased

NESS Czech s.r.o. | V Parku 2335/20, 148 00 Praha 4-Chodov | tel.: +420 244 026 400 | e-mail: nesscz@ness.com | www.ness.com

© 2015 Ness Technologies