



TigernixCRM

Customer Relationship Management System

SOLUTION OVERVIEW



SOLUTION OVERVIEW

The better a business manages its most valuable asset, “the clientele”, the more successful it will become in value creation as well as in strengthening top lines. Customer Relationship Management (CRM) is no more optional, but a salient business function which is capable of creating a significant impact on overall business performance and company’s goodwill. TigernixCRM is developed to help your company offer a top-notch customer service, adding more value to customers which leads to customer retention and mutually benefiting relationships.

This is a web-based CRM and Groupware software especially crafted for small and medium scale enterprises. TigernixCRM is a user-friendly software system which brings an end to your annoying memory game of tracking the entire customer base and its associated tasks and information in your head! With TigernixCRM, you can manage your customers with just one click and experience a remarkable improvement in your sales and marketing practices.

ADVANTAGES

TigernixCRM comes with a bundle of benefits to your company taking it to the next level.

Easy management of customers

TigernixCRM will keep records from the name of your customers to valuable insights about their purchasing behaviour. The greatest advantage of such well-organized information is it enables you to effectively target marketing communications aimed at specific customer needs.

By having an understanding of your customer base, tailor-made products can be designed to match with each individual need adding more value.

Effective sales management

A sale doesn't end with the payment and transfer of goods; it is a chain of activities that goes beyond even after closing it nominally. TigernixCRM facilitates all the functions of sales management and takes the extra mile by functioning on following-up and after-sales services too.

Suited for any industry

No matter what business you are into, expert hands of Tigernix are ready to customize TigernixCRM to boost-up your unique CRM procedure. According to distinctive features of the clientele, and product and services you are offering this software system can be modified.

Customer engagement

In order to make sure the customer retention which is way too important than grabbing new customers, TigernixCRM offers a variety of features that creates "customer engagement" with your company. Depending on your customer base TigernixCRM may develop sophisticated platforms to keep the customers connected with your brand through customer portals and other modern tools.

Cost effective

Why spending on a number of software suites, when TigernixCRM comes as an all-inclusive package? By executing TigernixCRM in your business, the unnecessary expenses related to the CRM process can be immediately cut down. Therefore, with TigernixCRM you are double-benefited, it simultaneously drops off costs and makes your customer service extra efficient.

BASIC FUNCTIONALITIES

Helping you to enhance the relationship with your customers TigernixCRM is comprised of an advanced set of functional features.



Marketing Automation

This module is comprised of a host of features related to marketing management which is always about anticipating, identifying and serving customers' needs in a better way. This enables you to generate customer leads which directly triggers more sales. The total set of customer accounts will be automated streamlining the process of relationship management.

- Lead Management
- Account & Contact Management
- Opportunity Management
- Sales Quotes

Activity Management

With activity management tool, you can call a halt to the hassle of maintaining dozens of paper reports and memos about activities like to-dos and appointments with key customers. This saves your time as well as gains loyalty of customers with your punctual and highly professional service.

- To Dos, Meetings & Calls
- Recurring Events
- Shared Calendar

Activity History

History is extremely important. By having a clear historical information about your customers, the future behaviour of customers can be predicted and sales forecasts can be more reliable with such insights. Based on customer records, products can be developed per their behavioural patterns and preferences demonstrated throughout the previous purchasing decisions.

- Email Notifications
- Notes

Productivity Add-ons

To revamp your CRM programs, TigernixCRM renders advanced state-of-the-art technology features like online customer portals that facilitate two-way communication between the customer and business. This type of productivity add-ons enhance the level of customer satisfaction and promotes cross-selling.

- Customer Portal
- RSS Feeds

Inventory Management

TigernixCRM is a complete software solution that covers a wide scope of CRM of your organization which even automates your inventory management process. It is essential to maintain the optimal stock level in order to serve the market needs on time without the troubles of shortages and wastage.

- Products Catalog
- Price Books
- Vendor Management
- Purchase Orders
- Sales Orders
- Invoices

Sales force Automation

Managing the sales force is a critical element of CRM as sales force makes direct contacts with the customers and initiate the selling process. The conventional sales force management techniques make the entire process a cumbersome one but you can overcome this barrier by adopting TigernixCRM's sales force automation process.

- Lead Management
- Account & Contact Management
- Opportunity Management
- Sales Quotes



Reports and Dashboards

Numbers and figures are overriding factors in strategic decision making. But with the traditional recording system, the reliability and timeliness of these facts and figures become questionable. TigernixCRM consists of online reports and dashboard systems that generate definitive and up-to-date information.

- Key Metrics
- Customizable Reports
- 20 Pre-built Reports
- 20 Pre-built Dashboards
- Report Folders

Customer Support & Service

TigernixCRM facilities customer support service in a digital platform that is more efficient than typical support services which are time-consuming and disliked by customers. Innovative self-service platforms allow customers to shop online redefining the brick and mortar store shopping experience.

- Trouble Tickets
- Knowledge Base
- Customer Self Service
- Online Knowledge Base

Product Customization

Customization of products has proven success in customer retention and customer satisfaction. Products can be customized only if the business is able to identify customer needs and resonate them with product features which is, of course, possible with TigernixCRM.

- Custom Fields (10 different data objects)
- Pick Lists
- Custom List Views
- Drag & Drop Modules

Security Management

Managing the privacy of organizational level access and security of your database are fundamental requirements for the long-term survival of your business. With TigernixCRM, your business is in safe hands.

- User Management
- Profiles
- Roles
- Groups
- Organization level Access
- Control



CONTACT TIGERNIX

Singapore (Headquarters)

21, Woodlands Close,
#05-47 Primz Bizhub
Singapore 737854

Tel: +(65) 6760 6647
+(65) 6760 6012
+(65) 6762 9293
+(65) 6760 6022

Indonesia

Komp. Tanah Mas Blok E No.
13-14,
Sei Panas,
Batam.
(Samping Bank Riau Kepri)
Indonesia

Tel: +(62) 7784 60373

Australia

Level 14, 167 Eagle
Street, Brisbane,
Queensland 4000,
Australia

Tel: +(61) 7 3012 6312



www.tigernix.com



+(65) 6760 6647



info@tigernix.com