

GNet Group's CRM Service Offerings

Know Your Customers



GNet Group offers full CRM services on Microsoft Dynamics CRM in partnership with our global parent company, Nihilent Technologies. Our CRM offerings allow businesses to achieve one of their toughest goals, to “Know Your Customer.”

Our CRM strategy is designed to adapt innovative customer management processes to reduce costs and increase profitability. GNet Group's CRM offerings help Sales, Marketing and Services achieve business success by making quick, yet informed, decisions on everything from cross-selling and up-selling opportunities, to target marketing strategies and competitive positioning tactics.

What GNet Group Offers:

⇒ CRM Consulting

⇒ CRM Implementation

⇒ Social CRM Implementation

⇒ CRM Integration

⇒ Application Support & Maintenance

⇒ Legacy Data Migration

⇒ Mobile CRM Implementation

⇒ Analytics & Dashboard

GNet's CRM Practice Benefits:

- ✓ **Customer 360°:** Advanced relationship management with customer, as well as with entities they are related to
- ✓ **Advanced Marketing:** Enables businesses to plan, execute and measure marketing initiatives by making information available through sentiment analysis, behavioral analysis and demographic details
- ✓ **E-Marketing:** Enables businesses to effectively e-market, cross-sell and up-sell
- ✓ **Core Services:** Work as a team to achieve an end-to-end transformation roadmap encompassing consulting, development, deployment and migration services, and a post-production environment build and management
- ✓ **Cloud CRM:** SaaS-based CRM implementation, marketing & service on cloud

GNet Group CRM Service Offerings

CRM Service Offerings									
Strategy Roadmap Consulting		Enterprise Content Management		Cross Platform Communication		Training		Social Analytics	
Advanced Marketing	Lead Generation	Campaign Management	Contact Management	Marketing Resource Management	Contract Management	Multi-Currency Support	Multiple Provider Integration	Lead Scoring	Behavioral Tracking & Targeting
	Direct Marketing	Campaign Analytics	Email Marketing	Social Media Integration	Digital Asset Management	Media Buying & Planning	Message Template Management	Click Dimensions	Sentiment Analysis
	Event Planning & Management	Web Portal	Customizable User Interface	Microsoft Office Integration	Automated Workflows	Sales Email Alerts	Customizable Reports & Analytics	Survey Management	Native Language Sentiment Analysis
Customer Service on Cloud	Windows Azure	Core Services	Consulting	Migration Services	Mobility	Outlook		Yammer	Knowledge Management
			Development	Post Production Support		Native Application	Tablet		
			Deployment	Build Management			Mobile		
									HR Performance Management
									Loyalty & Rewards Management
									e-marketing

GNet Group's CRM Offerings Help Sales, Marketing & Services to Achieve Business Success in:

- ✓ Social CRM
- ✓ Lead Qualification
- ✓ Marketing Insights
- ✓ Interactive Selling
- ✓ Live Agents
- ✓ Campaign Management
- ✓ Territory Management
- ✓ Opportunity Management
- ✓ Complaint Management
- ✓ Partner Portals
- ✓ Outlook Integration
- ✓ Inbound Call Management

Let us help you

We are here to help you every step of the way. Contact us today to get started in realizing the benefits of the GNet Group CRM Approach in your organization.

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