

# CRM Express Services



## *Tangible Results, Faster ROI*

Nothing is more frustrating than waiting months or years to see a return on a business investment — especially when something is as important to your business as customer relationship management (CRM). With Maximizer and our professional services team, the wait is over.

Based on customer research and thousands of successful Maximizer deployments, we have created CRM Express Services. These services will help you quickly achieve a return on your investment.

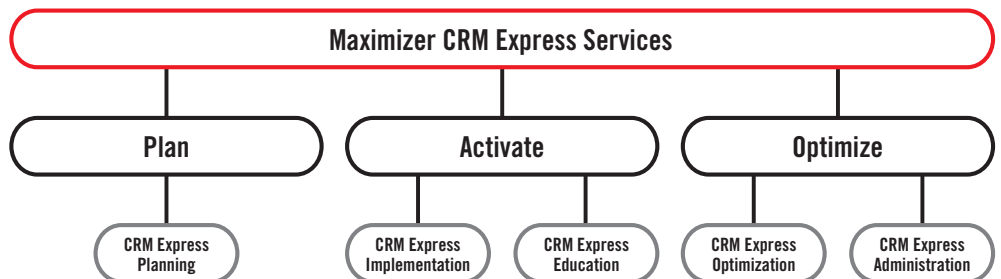
Designed for customers of all sizes and requirements, CRM Express Services are tailored to support your unique organisational requirements. Our business analysts map solutions that address the issues to accelerate business processes and productivity.

### CRM Express Services Benefits

- Dramatic improvements in a short period of time
- A road map to help you meet future business needs
- Higher end-user adoption and more efficient use of your CRM investment
- Knowledge transfer to help you implement or further optimise your solution on your own

### CRM Express Services Offering

CRM Express Services consists of three categories:



- Plan
- Activate
- Optimise

Each of these three categories consists of one or more services that will enable you to achieve your business objectives.

## Plan

CRM Express Planning Service provides two days of either on-site or remote service, where we analyse and document your current business process, as well as our recommendations to meet your objectives.

## Activate

Activation includes all activities to get your core system up and functioning as quickly as possible and includes two different families of services.

- CRM Express Implementation
- CRM Express Education

### ***CRM Express Implementation***

CRM Express Implementation consists of five days of on-site or remotely delivered implementation services and includes installation and configuration of all core components.

### ***CRM Express Education***

CRM Express Education consists of many options including one or more days of on-site classroom or remote virtual-classroom-based training, as well as online on-demand training, available where and when you need it.

Our consultants will work with you to assess your educational needs and recommend the most suitable role-based training options for your staff.

## Optimise

Optimisation is all about reviewing where you are and looking at where you can gain efficiencies in working towards your business objectives. Optimise consists of two main services:

- CRM Express Optimisation
- CRM Express Administration

### ***CRM Express Optimisation***

CRM Express Optimisation consists of a consultant working with you for one or two days, either at your location or remotely.

Our consultant brings our in-depth knowledge and experience with best practices, we review the existing Maximizer CRM solution and identify opportunities for improvement. We document our findings and our recommended solutions.

### ***CRM Express Administration***

The CRM Express Administration service provides an a la carte menu of remote administrative services to help protect your investment and keep your CRM Solution running effectively.

A CRM solution is a strategic business system, and is too important to not have an expert take care of it. To gain the most value from your CRM implementation, it needs to be actively administered.

Our experienced team of consultants will work with you to help determine the right administration services for your organisation.

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**Maximizer Software**  
Simply Successful CRM