brillianCRM

Level 1	brillianCRM			
Level 2	CRM Strategy	Software	Data	Handover/ Documentation
Level 3				

CRM Strategy
- Sales Force Analysis
- Customer Analysis
- Actual State Analysis
- Target State Analysis
- Process Analysis
- Determination of Mobile Devices
- Design Customer Relaitonship Strategy
- Process Adaptation

Software
- Requirements Specification
- Functional Requirements
- Development in India
- Implementation (testing environment)
- Implementation (live system)
- Pilot Running
- Roll-out

Data
- Data Analysis
- Data Model Creation
- Creation of Migration Concept
- Data Migration

Handover/ Documentation
- Testing
- Training
- Approval

Project Management