**Strategies for CRM Qualification and Successful Closing**

* Evaluating Customer Business & Understanding the issues and challenges that they are currently facing when interacting with their customers. “For example, if their team have the information they need readily available to respond to customer queries? Can they provide a seamless experience to their customer regardless of the channel? Is time being spent with customers or on repetitive manual tasks? This will help them understand their internal challenges.
* Identify your customer journeys. “A customer journey is how your customer interacts with their business, e.g. purchasing a product, reporting an issue. Then align CRM internal business processes with these journeys. This will help them determine how easy it would be to do certain process without having to spend a lot of time into simple things.

**Benefits of On Premise Cloud CRM Software**

* Cost-effectiveness by reducing hardware costs through shared licensing and computing resources via parallelism, virtualization, and distributed computing
* Resilient and redundant, automatic failover features for disaster recovery from cloud outages
* Scalability to increase memory, CPUs, and storage capacity as the demand for application services increases
* Increased productivity with fewer human resources
* Global accessibility to human capital to lower labor costs
* Centralized management of cloud projects and services
* Expedited deployment of new services using cloud computing interconnectivity

**Implementation Process**

1. System Setup Including User Setup
2. Training
3. Standby Support and Training in the Integration/Implementation Process
4. Complementary Training on new features

**EZ Net CRM Benefits**

1. Cloud Based and Premise Based
2. Track Internal /Remote employee Data ,time spend & records accessed while in the system
3. Share common documents across the team
4. Keep track of new sales opportunities and track old ones
5. Common Calendar with extensive rights to create reminders, events & collaborate with team members
6. Customer's clients access to the system to retrieve records relevant to them 24 x 7.
7. Social CRM access to get to know customer better and all customers info in 1 screen including social info
8. Ticketing system to keep track of internal as well as customers issues and option to assign them to others.
9. Smartphone apps for Android and Apple Phones to access data anytime.