



 ProspectSoft

Integrated eCommerce



Integrated eCommerce, offers your customers the same experience online as if they called you, making it easy to place orders 24/7

What does ProspectSoft CRM do?

ProspectSoft CRM can help run your business more efficiently ...

Move away from multiple spreadsheets containing out of date data that is holding your business back

Extend your existing business online and offer your customers the same sales experience as if they had called you



Offer customers their account information online making it easy for them to place orders 24/7

Through its unparalleled integration to Access Dimensions, Iris Exchequer, Pegasus Opera and Sage 50



Integrating your eCommerce solution allows you to extend customer critical data to your website in almost real time

What does ProspectSoft do?

 ProspectSoft

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Provide up to date pricing, stock and account information online

Manage products, prices, categories and format images all from one place

Directly confirm orders into your accounts system, eliminate errors and time consuming rekeying to save you time & money

Extend customer data to your website without requiring any manual changes to be made

Lessen the time spent on sales admin; freeing up your sales force for revenue generating activities

Improve management reporting, forecasting and information sharing

. ProspectSoft CRM is the only CRM solution created with integration at it's core from inception



Integrating your accounting system data to the rest of your business opens up core customer information that is usually only accessible by a small number of people.

- Once you have integrated your accounts package to a ProspectSoft centralised database it is easy to expand your solution at your own pace.
- As well as offering unparalleled integration with four top SME accounting system providers, ProspectSoft offers an integrated e-business suite allowing you to replicate the benefits throughout your business.
- ProspectSoft CRM, eCommerce and eMarketing solutions work together to ensure you make the very most of your business information.



Integrate customer and business information in a single view for a more efficient business



Provide individual account details online making it easy for customers to place orders 24/7



Generate higher quality leads for your sales team with CRM-driven targeted marketing

Why ProspectSoft?

We take the time to understand how your business runs, so we are able to advise you on how to get the best from ProspectSoft solutions.

ProspectSoft has gained industry wide recognition as the only solution developed with integration at its core from inception.

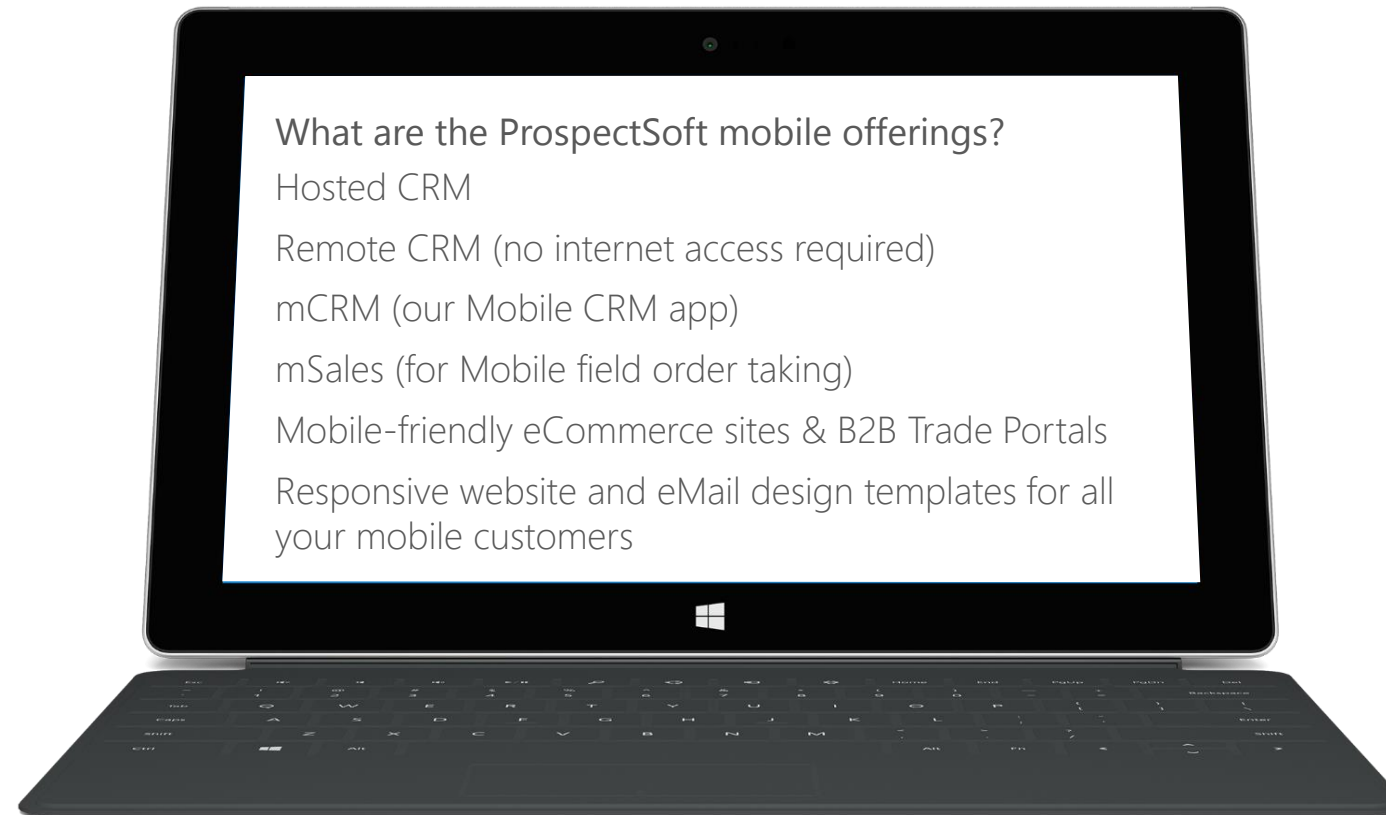


ProspectSoft understands real businesses and their needs. Each solution is built upon a standard platform then tailored to suit specific business requirements and aims to provide ROI for the customer.

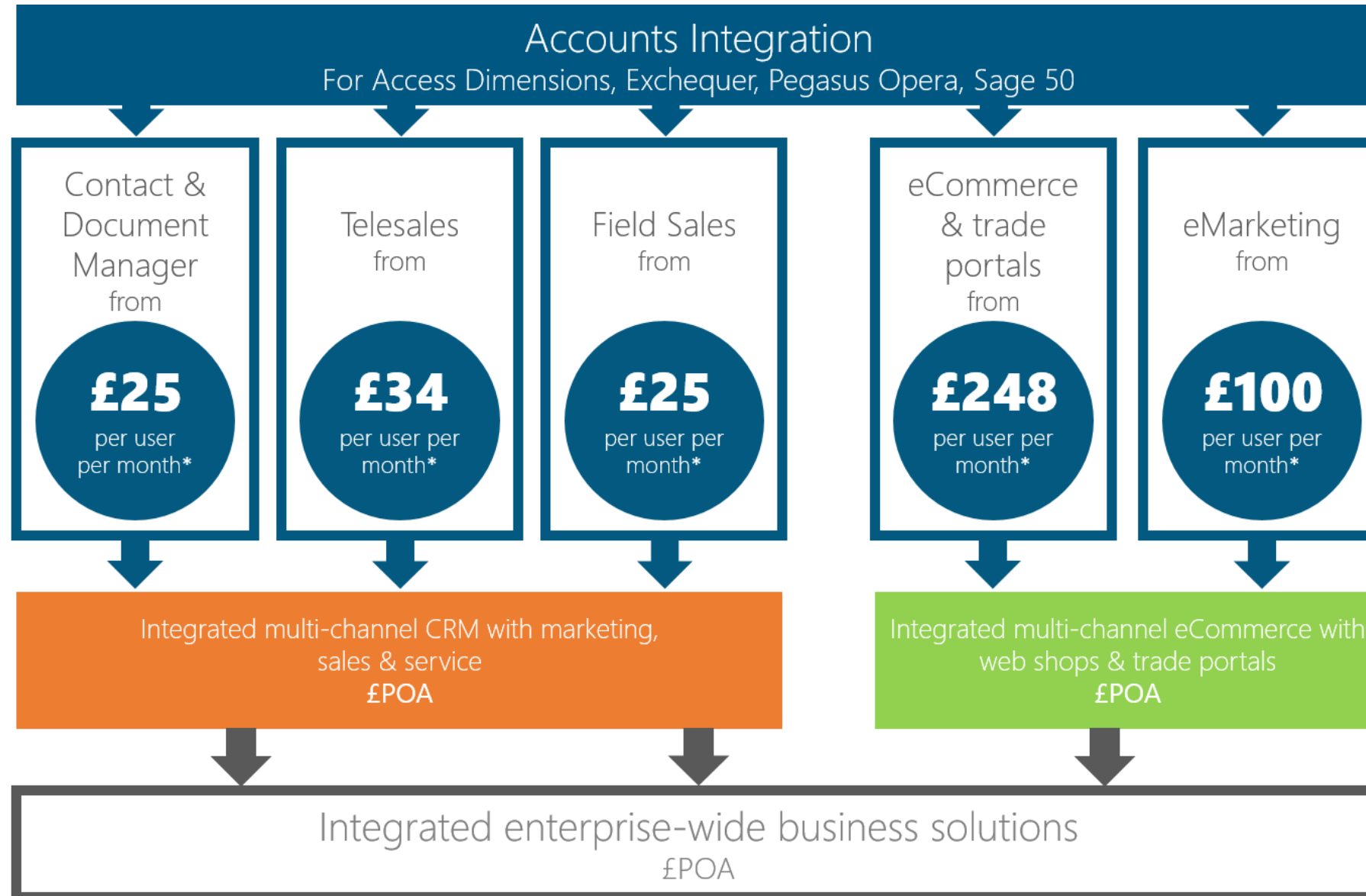
Our customers benefit from the strategic and technical knowledge and experience of our customer support team, account managers and expert consultants.

Why Integration?

All of our integrated solutions are completely mobile friendly, allowing you to take orders and access customer & prospect information from anywhere in the world.



These mobile solutions mean it is even easier to embrace the mobile world to benefit your employees, customers and prospects.



Case Study

Cycling Sports Group

Name: Mark Roberts

Job Title: Managing Director

What we do: Recognised as one of the most significant global suppliers of bicycles, equipment and accessories.



Pre-ProspectSoft Problems

The staff here at CSG couldn't cope with the amount of enquiries regarding product availability and information. Customers contacted us by telephone and email to access information on their individual pricing, stock availability and product specifications to name a few. This led to our staff being diverted from core roles due to the unmanageable amounts of admin work.

Customers also had a lack of awareness and information about new products and were limited to ordering during our opening times which weren't always convenient for them.

The Solution

ProspectSoft's eCommerce solution has enabled us to trade 24/7 and for customers to order when it's convenient to them. Our products are clearly displayed on the website along with the necessary information, like stock, pricing and product details.

Integrating this to our Exchequer accounts system through ProspectSoft has extended the level of personal service we can provide to each customer online. Customers have access to individual account information; including product purchase history, customer specific pricing and available stock. All of which is easily managed in one central place.

Key Benefits

- 1) Online portals provide more information and better customer service
- 2) Free up employees time so that they can focus on their core roles rather than admin tasks
- 3) Increase sales by extending trading hours online

Summary

ProspectSoft has changed the way we run as a business and has made the buying process easier for both customers and staff. The online trade portal integrates with our CRM and our accounts system, so all product and customer information is managed in one central place. This is immediately available on the web and reduces admin time. The excellent functionality available on the website has helped us win new customers and has improved the quality of service for current customers.

Contact Us

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