



How to orchestrate communicated information flows for satisfaction of the client and efficiency of sales force?

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CRM – new management approach to serving the customer: lots of choice



Used for marketing;
Use for sales;
Few may seamlessly integrate with other systems;
The trend to move to cloud solutions;

With many CRM systems on the market, you will need to be clear about what you want yours to do.

What are the common goals in sales communications?

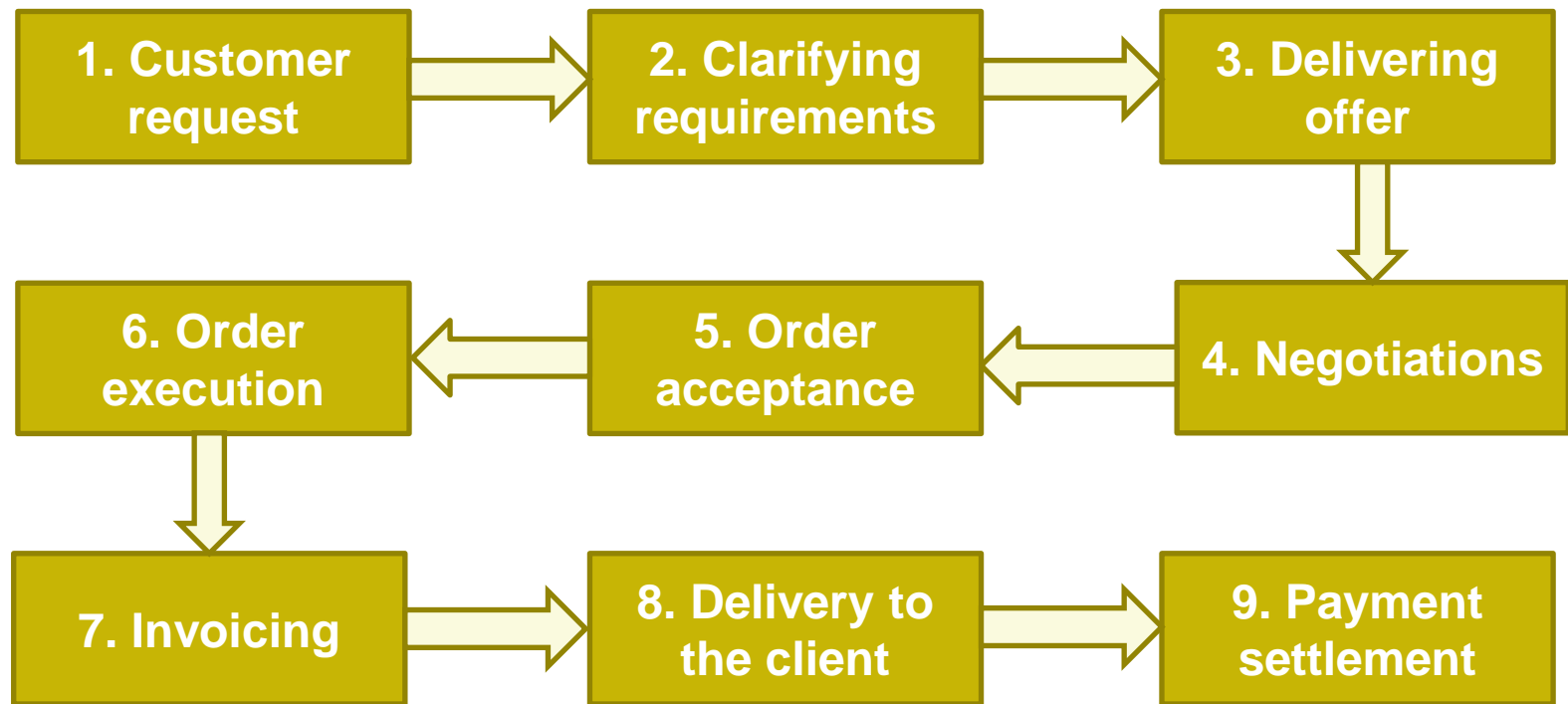
Sales office perspective:

- Be first to serve, to close the deal;
- Have everything on the requests-orders-deliveries-payments in a single place;
- Ability to automate, delegate and keep the controls.

Customers perspective:

- No need to repeat what, when and how on the needs;
- I am offered what I asked for and better;
- Quick response to the request;
- I am informed on the status in every stage.

How the sales communication flows? Following traditional sales process in B2B approach



E-mails in Sales: overload?



Photo from "Emails – From Delight to Deluge"
– NY Times February 11th, 2013

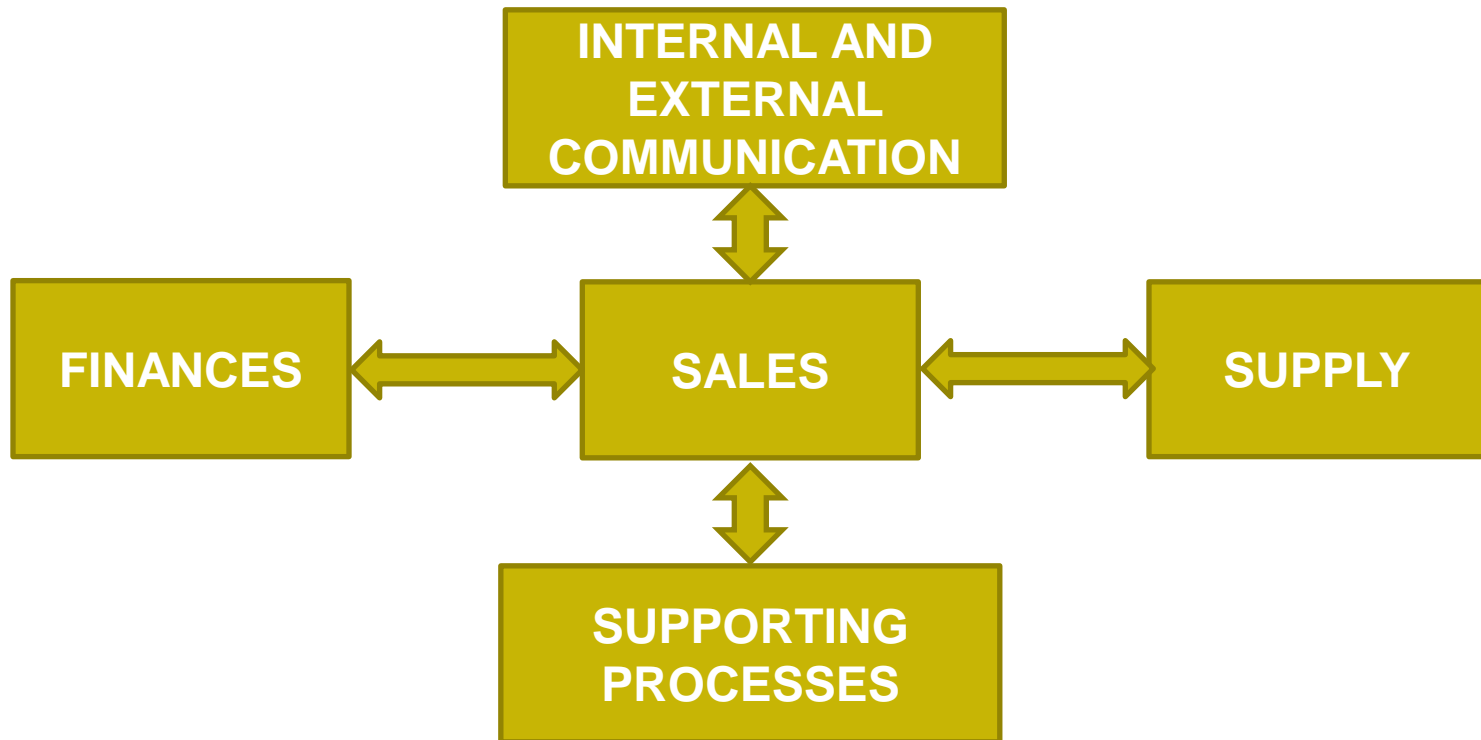
@Zonus = CRM+DMS+@

- @Zonus - innovative web-based CRM tool, dedicated to manage B2B sales.
- Offers 360 degree view of business and make the daily work of key account managers easier.
- Allows to sell better and ensure close relations with the client, to sell more.
- State of the art solution that help to secure most importance asset – customer know how.

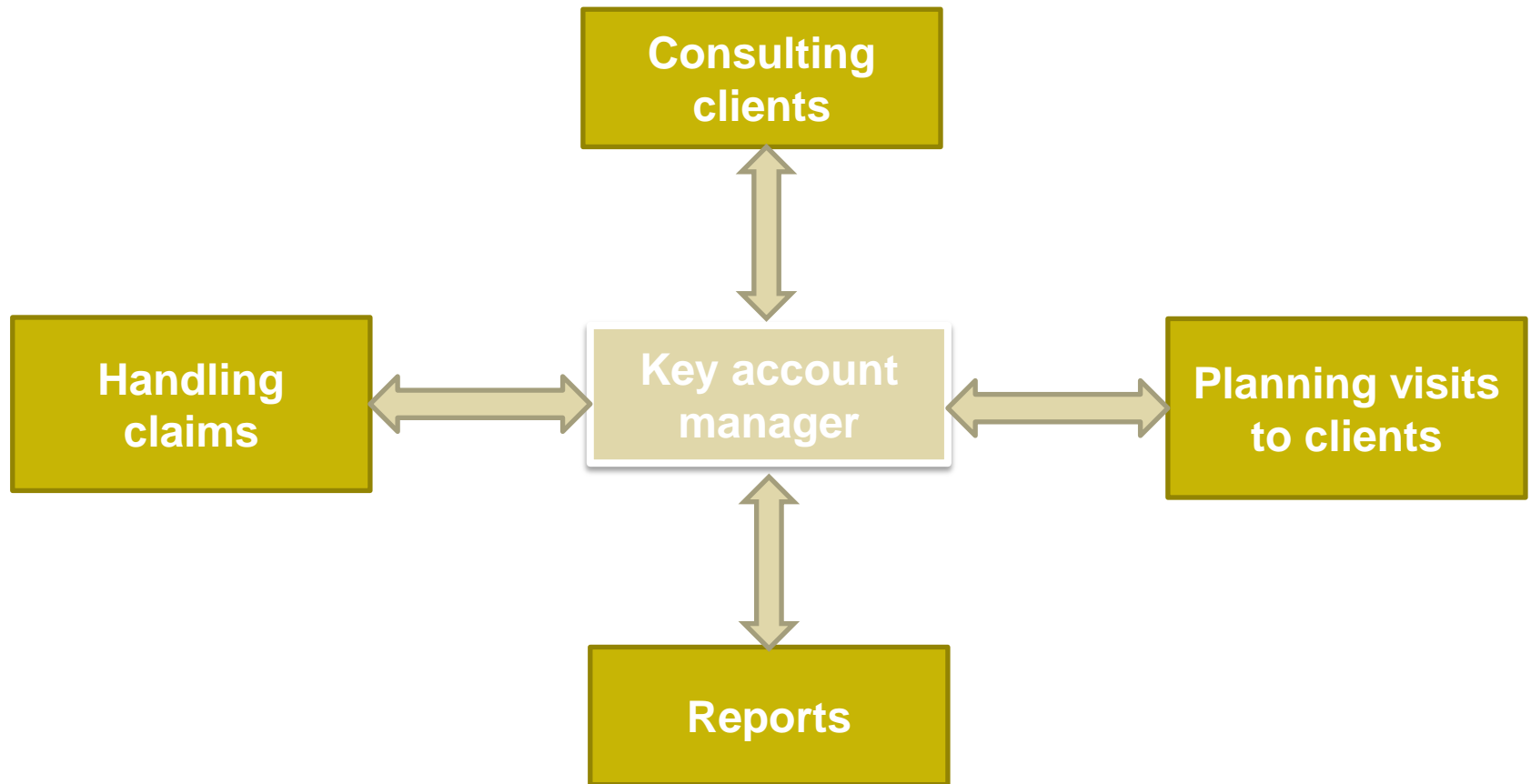
With @Zonus customer focus and service is in a central place

- Allows to communicate with clients and dealers straight from the system, to see the requests and complete information on the order in smart phones, computer or tablet;
- Dealers use the same system;
- Allows to accumulate data and manage centrally;
- Allows to share the information organization wide;
- Allows to handle requests, orders, payments, logistics and other documentation from wherever place with internet;
- Easy and efficient to use. .

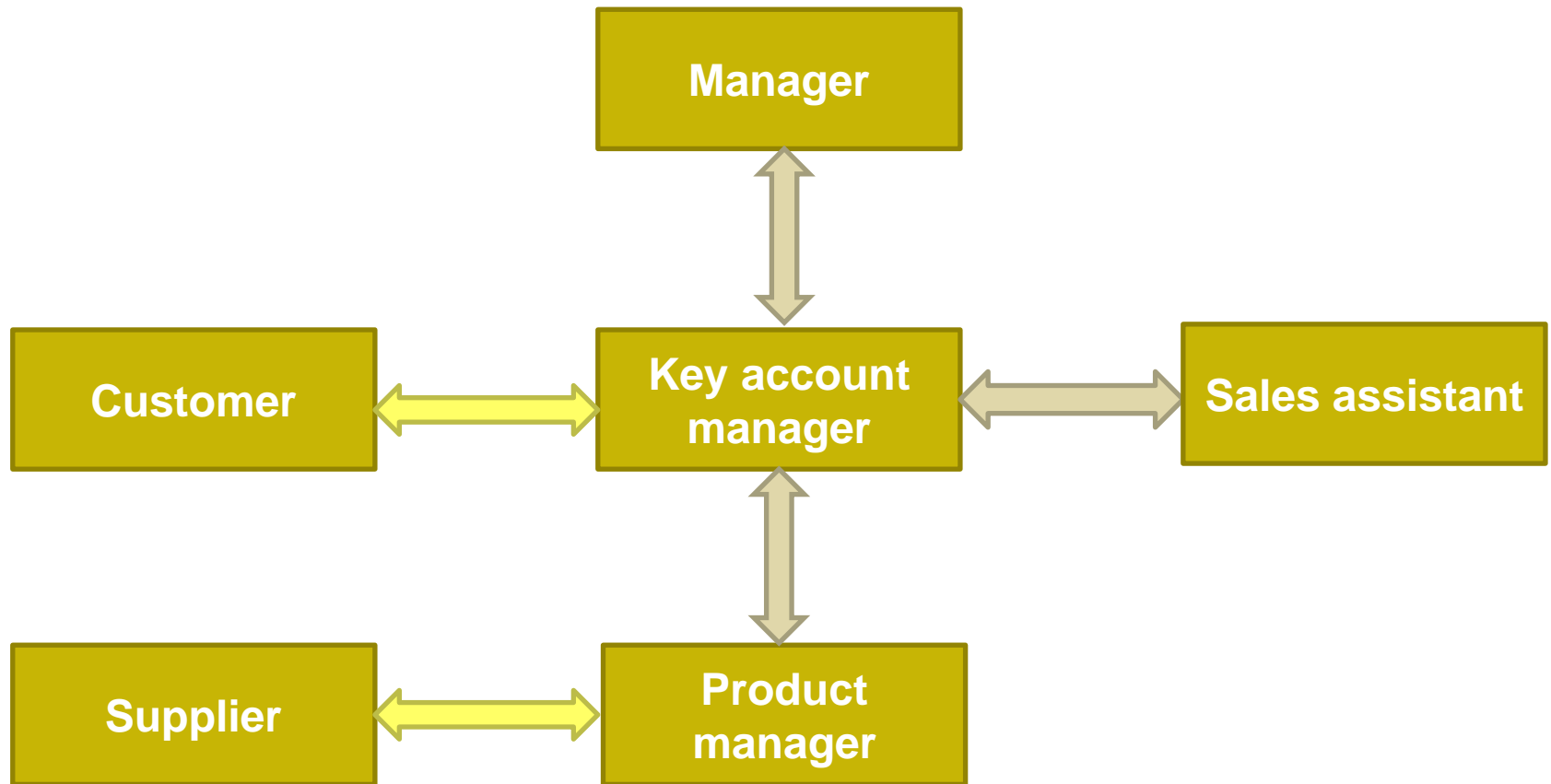
Process integration scheme supported by @ZONUS



Supporting processes



Internal and external communication process



Clients: 5 online

Coworkers: 6 online

Global search:

Welcome, User Name

My Profile

Settings

Logout

SUBJECTS

SALES

DOCUMENTS

COMMUNICATION

SUPPLY

WAREHOUSE

FINANCE

CALENDAR

SMILE

VENTA WINDOWS

DEALER SITE

Go to website

Custom events

Show all

Online stream

Post!

Event date	Event name	Actions
Today, 15:16	Some custom event name...	View event Delete
Today, 14:13	Some event name 2	View event Delete
Yesterday, 10:18	Some custom event name 3	View event Delete

Petras Kurmelis:

Hi everyone, does anyone know how to fill in commercial invoice? Thanx homies :)

Vardenis Pavardenis:

You are joking me :)

Inquiries

Only new (1)

Due today (3)

Overdue (10)

Show all

Add new

Select all

Do with selected:

Print

Delete

Search inquiries for:

Dues date	Inquiry status	Inquiry no.	Client	Inquiry subject	Type	Responsible manager
2012.06.14	Arrange offer	12456328	Geras klientas	Reikia daug langu	PVC products	Petras Kurmelis
Tomorrow, 10:14	In process...	12456328	Labai labai Geras klientas2	Reikia mažai langu	PVC products	Petras Kurmelis
Today, 15:16	Send offer	12456328	Geras klientas4	Reikia labai tabailabai daug langu...	PVC and other ...	Petras Kurmelis
36 hours overdue	Arrange offer	12456328	Geras klientas6	Reikia langu ir durų	PVC products	Petras Kurmelis
Today, 15:16	Send offer	12456328	Geras klientas7	Reikia langu ir durų	PVC products	Petras Kurmelis
June 19, 15:16	In process...	12456328	Labai labai Geras klientas3	Reikia mažai langu	PVC products	Petras Kurmelis
June 18, 09:20	Send offer	12456328	Geras klientas8	Reikia labai tabailabai daug langu...	PVC and other ...	Petras Kurmelis
June 13, 11:10	Arrange offer	12456328	Geras klientas9	Reikia langu ir durų	PVC products	Petras Kurmelis
Mai 14, 12:20	Send offer	12456328	Geras klientas10	Reikia langu ir durų	PVC products	Petras Kurmelis

Pages:

Previous

1-19

20-39

40-59

60-79

Next

Vardenis Pavardenis


@Zonus with case sample GUI. GUI is a propriety of Venta Windows and may not be reproduced in any way without the consent of the owner.

Esperonus product GUI sample

Prekybos centro VVS




Sveiki, Kęstutis .    








Globali paieška 

Interneto prieigos | Interneto planai HotSpot'e | Praėjimo kortelės | Vartotojų gr. Insight'e | El. koncentatoriai | **El. skaitikliai** | El. komutatoriai | Kiti įrenginiai

Elektros skaitikliai

Veiksmai:   
0 iš 20 pasirinkta

Ieškoti: 

Filtrai  
Sumontavimo data 
Pasiekiamas 

<input type="checkbox"/>	Gamyklinis numeris	Sumontavimo data	Objektas	Sektorius	Prekybos vieta	Pastabos	Modbus RTU	Esami parodymai, kWh	Pasiekiamas
<input type="checkbox"/>	*	2012-10-20	Korpusas B/2	Geltonas K/2	K2-063G		112 (2012-12-05 13:38:06)	0.36	
<input type="checkbox"/>	*	2012-10-20	Korpusas B/2	Geltonas K/2	K2-064G		114 (2012-12-05 13:38:06)	126.60	
<input type="checkbox"/>	*	2012-10-20	Korpusas B/2	Bordo L/2	L2-025B		138 (2012-12-10 12:57:56)	100.59	
<input type="checkbox"/>	*	2012-10-20	Korpusas B/2	Bordo L/2	L2-026B		139 (2012-12-10 12:57:56)	205.45	
<input type="checkbox"/>	*	2012-10-20	Korpusas B/2	Bordo L/2	L2-027B		140 (2012-12-10 12:57:56)	185.67	
<input type="checkbox"/>	*	2012-10-20	Korpusas B/2	Bordo L/2	L2-028B		141 (2012-12-10 12:57:56)	175.82	
<input type="checkbox"/>	AD00001	2012-10-20	Korpusas B/1	Žalias G/1	G1-095Ž		103 (2013-03-15 09:59:20)	347.03	
<input type="checkbox"/>	AD00003	2012-10-20	Korpusas B/1	Geltonas K/1	K1-044G		82 (2012-12-05 13:36:14)	279.14	
<input type="checkbox"/>	AD00007	2012-10-20	Korpusas B/1	Geltonas K/1	K1-043G		81 (2012-12-05 13:36:14)	207.18	
<input type="checkbox"/>	AD00009	2012-10-20	Korpusas B/1	Žalias G/1	G1-094Ž		104 (2012-12-05 13:36:13)	282.12	
<input type="checkbox"/>	AD00010	2012-10-20	Korpusas B/1	Žalias G/1	G1-091Ž		107 (2012-12-05 13:36:13)	285.69	
<input type="checkbox"/>	AD00011	2012-10-20	Korpusas B/1	Geltonas K/1	K1-020G		97 (2012-12-05 13:36:14)	301.23	
<input type="checkbox"/>	AD00014	2012-10-20	Korpusas B/1	Geltonas K/1	K1-042G		80 (2012-12-05 13:36:14)	160.90	
<input type="checkbox"/>	AD00017	2012-10-20	Korpusas B/1	Geltonas K/1	K1-045G		83 (2012-12-05 13:36:14)	289.83	
<input type="checkbox"/>	AD00018	2012-10-20	Korpusas B/1	Žalias G/1	G1-016Ž		30 (2012-12-05 13:36:12)	0	
<input type="checkbox"/>	AD00019	2012-10-20	Korpusas B/1	Geltonas K/1	K1-031G		86 (2012-12-05 13:36:14)	330.26	
<input type="checkbox"/>	AD00020	2012-10-20	Korpusas B/1	Žalias G/1	G1-018Ž		28 (2012-12-05 13:36:12)	3.71	
<input type="checkbox"/>	AD00021	2012-10-20	Korpusas B/1	Geltonas K/1	K1-028G		89 (2012-12-05 13:36:14)	21.91	
<input type="checkbox"/>	AD00022	2012-10-20	Korpusas B/1	Geltonas K/1	K1-026G		91 (2012-12-05 13:36:14)	3.03	
<input type="checkbox"/>	AD00023	2012-10-20	Korpusas B/1	Geltonas K/1	K1-024G		93 (2012-12-05 13:36:14)	362.18	

► Visi
Taip
Ne

Objektas ▼
► Visi
☐ Geltoni Paviljonai
☐ Kiemas
☐ Kiemas prie pastato
☐ Korpusas A/1
☐ Korpusas A/2
Daugiau

Koncentratorius ▼
► Visi
☐ 1 palapinė
☐ 2 Palapinė
☐ 3 palapinė
☐ 4 Palapinė
☐ 5 Palapinė
Daugiau

1 2 3 4 ... 54 55 1097 Elektros skaitikliai

Summarizing @Zonus benefits

- 1. Logged history of relations with customers**
- 2. Easy and fun to work with**
 - Filters, sorted requests, customized 'desktops', fun communicate, visual bonus awaited';
- 3. Easy management**
 - delegation of work among key account managers; easy to monitor and influence efficiency.
- 4. No lost customers**
 - No lost requests, no long waiting time for the answer.

Contact us at



Where?

- Based in Kaunas, Lithuania and worldwide via [www](http://www.esperonus.com).
- Web-site www.esperonus.com ;
- Let's arrange a meeting for a demo presentation and analysis of YOUR business needs!

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About:

- We base our solutions on the open-source technologies. Worldwide community is behind us.
- We are in the market since 2003.
- We are integrators and developers of innovations, able to customise anything to your needs.