

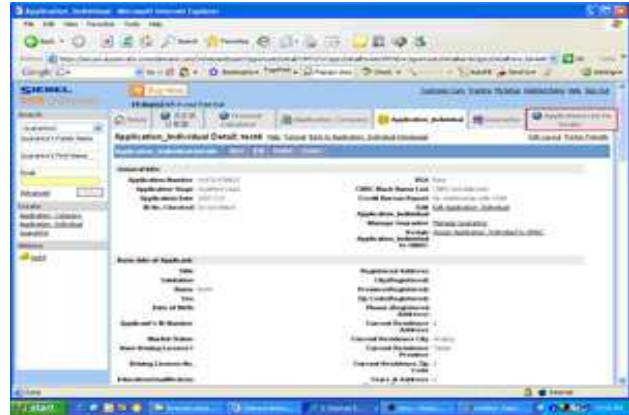
CRM Solution for a Leading Financial Company

Overview:

CRMIT delivered CRM OnDemand solution to One of world's largest Financial Services company. The customer offers its services in areas such as automotive, residential, commercial, financing and Insurance.

Mission Details:

- Automate Retail Credit Application process to cope application volume challenge.
- Improve overall process efficiency by Integrating with back end business applications.



Key Challenges:

- Replace Legacy System.
- Automate the credit application handling process with all sub-processes.
- Set visibility controls for system user.

Implementation:

- Complete Siebel OnDemand Implementation and consulting services.
- Full Integration of new functionality into existing back end financial system.
- Clear focus on business processes.

Key functional Benefits :

- Very high user buy-in.
- 24x7 auto application submission.
- Huge reduction in process costs.
- Significant increase in customer satisfaction.
- Faster transaction times.
- More efficient order processing.
- Less manual effort, resulting in few errors.

Customer Testimonial

CRMIT, consultants have extensive expertise and are even familiar with our company's sub processes. Additionally, they were able to acquaint themselves with specific system characteristics very quickly. This was key to our projects fast, smooth progression." Says Head Credit Operations "CRMIT consulting team really showed what it could do.