

itelligence – Proven Expertise in Customer Relationship Management

Give Your Customers What They Expect – the Best Service Ever





Our job is solving problems. We listen carefully to make sure we have a 360-degree picture of your business, your operations and your goals. Only then will we recommend the right technology for you.

500 billion

impressions generated by consumers about products and services through social media

Digitalization Revolutionizes Consumer Behavior

Turn Volatile Clients into Loyal Customers with Next-Generation CRM

Provide Unique, Unforgettable Buying Experiences

Today, customer relationship management is demanding like never before. An ever-growing number of businesses compete for clients' purchasing power via various online, offline and mobile communication channels. Nowadays, customers are better informed than ever. Before making a buying decision, they compare online prices, read customer ratings and exchange information via social media. They expect a consistent, cross-media approach and a unique buying experience.

How to Match New Requirements with Existing Processes

Existing IT environments and, therefore customer processes, are often not designed for these new requirements. Under these circumstances, how can you stand out from the competition? You have to provide extraordinary services and offerings that exactly meet your customers' expectations and prevent them from changing to competitors.

Real-Time Information Anytime, Anywhere with CRM

How do you know what exactly your customers want? We support you to find out with our proven CRM expertise and powerful SAP solutions, tailored to your specific requirements. With our comprehensive marketing, sales and service support, multiple data sources and product-centric processes will be things of the past. No matter whether in the front office or back office, desktop or on the road, all employees have quick, easy access to all real-time information.

90%

of all customers trust recommendations from people they know

Intelligence – Your Proven Experts for End-to-End Support and Full Service

We guide you and assist you all the way through, from IT strategy development over process optimization and implementation to ongoing operation. Our many years of experience in CRM projects allow us to provide you with:

Competitive Advantages

- Precise knowledge of customers and markets
- First-class customer service
- Greater customer loyalty
- Faster response to market changes

Cost Saving Potential

- Streamlined, consistent business processes
- Fewer administrative tasks
- Coordinated sales activities
- Concrete plans for direct marketing and promotion


Increased Revenue

- Stronger focus on profitable customers
- Efficient customer acquisition
- Targeted cross and up selling
- Higher success rates in direct marketing

Cloud, On-Premise or Hybrid Solution? It's Your Choice.

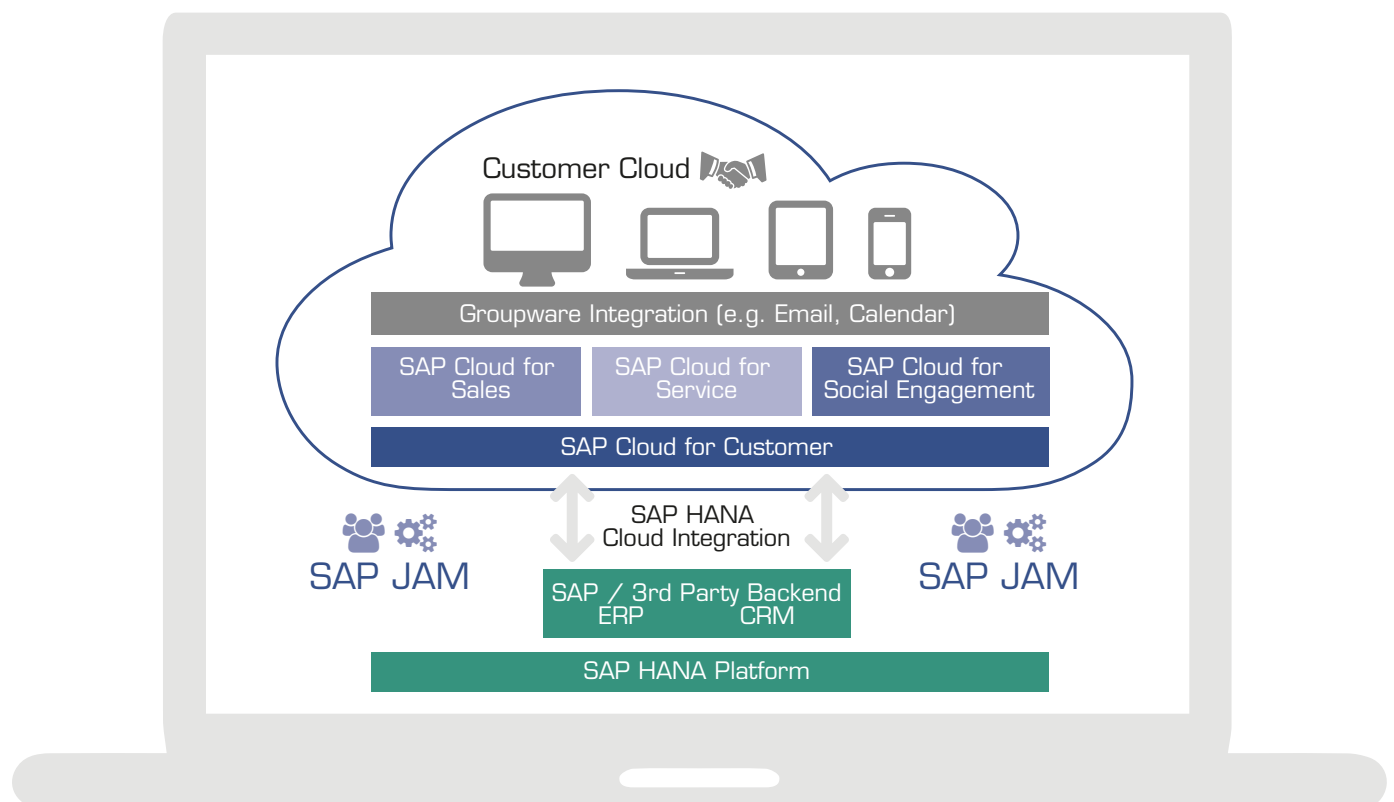
As an IT or line of business manager you need a powerful, flexible and fast CRM solution that allows you to easily align your sales, marketing and service processes to ever-changing requirements.

We are focused on excellent CRM implementations and benefit from years of experience in SAP software. As a result, you can be sure that we will find the best solution for your demands, regardless of whether you choose an on-premise, cloud or hybrid delivery model.

 With our preconfigured SAP Cloud for Sales consulting bundles we help you to optimize your sales.

According to your requirements, you are free to choose to implement the complete SAP Cloud for Customer solution or, alternatively, only one of its components. Additionally, our portfolio comprises our own preconfigured AddOns, based on our project experience and on SAP technology.


Strategic Advantages with SAP Cloud for Customer and Intelligence



Excellent sales experiences
motivate

81%
of clients to buy from a
vendor again



 As an industry specialist and SAP expert, we combine best-of-breed SAP solutions with industry-specific functions, thus providing an individually customized solution for you.

Why itelligence?

- More than 25 years of SAP experience
- The only SAP partner with 6 SAP certifications
- Locations in 23 countries
- Global leading AMS provider with 10 data centers worldwide
- Access to a network of 9,000 SAP consultants from parent company NTT DATA

Flexibility and Efficiency with CRM in the Cloud

Our consultants have proven cloud expertise gained in various projects, realized with our long-time customers. Based on best practices from across various industries and international projects, we develop your cloud strategy directly tailored to your specific needs.

CRM On-Premise and Out-of-the-Box

If an on-premise CRM solution matches your requirements the best, you can trust in our long-term CRM implementation expertise. SAP CRM is the only software in the market that can be integrated with your ERP system as an out-of-the-box solution, thus realizing fast added value while reducing costs at the same time. Moreover, SAP CRM works with all mobile devices (e.g., tablet PCs such as Microsoft Surface and Apple iPad) and can seamlessly be integrated with Microsoft Exchange/Outlook or Google Chrome Gmail.

CRM in Real-Time with SAP HANA and hybris

Due to our close partnership with SAP, we are involved in the development of new solutions right from the start. As a frontrunner in innovative areas such as SAP HANA and SAP hybris, the market-leading solution for real-time, all-round customer service, we provide your salespeople with the best possible support.

Global Competence, Local Presence

Even after the go-live of your CRM project, you can rely on our services. As a global leader in high-quality, flexible managed services and with modern data centers all over the world, we support you with SAP application management and hosting services. As an innovator and technology driver, our experts are always up-to-date and will advise you on topics such as SAP Mobility, Analytics or the Internet of Things.

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