

White, Young & Green

Implementation of an internal Microsoft Customer Relationship Management (MSCRM) system.



“ We approached icon eBusiness to provide a scalable CRM solution and were delighted with the results. The system was installed and customised exactly to our specification and we are happy to rely on icon for any future maintenance and development ”

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Brief:

White Young Green is an international multi-discipline consultant providing engineering, environmental, planning and management services to a diverse range of clients in both the public and private sectors. A CRM system is proposed to allow the Directors to manage contact with clients and identify areas of potential cross selling.

Solution:

Icon eBusiness’s participation consists of the following elements:

- * Supply of server hardware with all required software and services installed and configured
- * MSCRM installation and configuration
- * Adaptation of MSCRM to meet the clients specific requirements e.g. addition and removal of fields
- * Application to a Blackberry handheld to give access to elements of the MSCRM System
- * Consultancy on MSCRM to advise the client on how to gain the best use of its functionality
- * Training on the client’s premises for system users
- * Hardware, software and user support during the trial
- * Up to 3 site visits per month with the possibility of a remote access support system in the future
- * On site support within 4 hours of logging a fault