

Pre-sales and after-sales processes at your fingertips!



LOGO CRM

Quickly manage all your business's marketing, sales and customer services processes

Companies aim to increase customer loyalty and access prospective customers by establishing correct communication.

Meet Logo CRM, a platform developed with cutting-edge technologies for end-to-end management of marketing, sales and customer services while succeeding in customer relations.

LOGO CRM

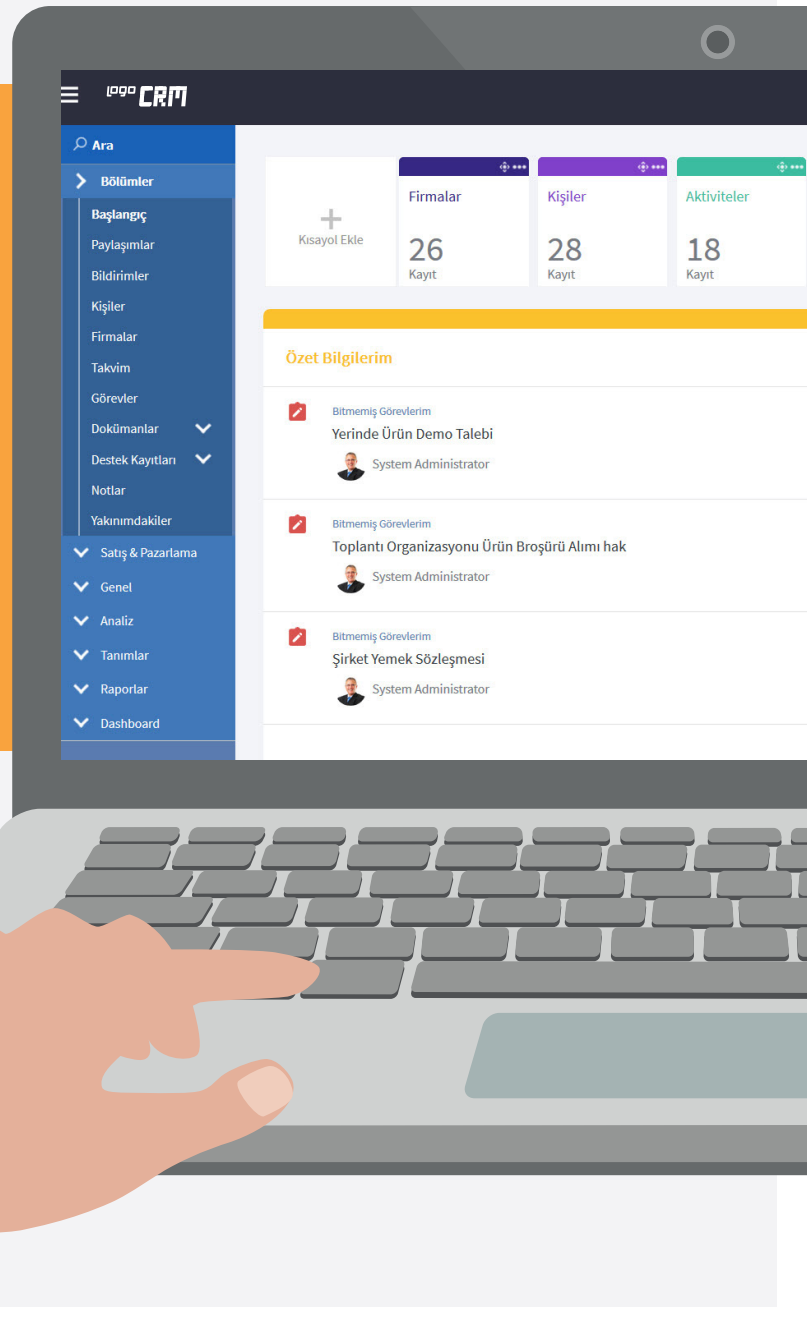
Ever changing and increasing customer needs are followed up easily in every company of any scale and size

Service expectations in connection with recently changing and increasing customer demands are true indicators of the huge changes that the business world has been going through. Product and service success is not enough for the success of the company in a global market where competition is more prevalent than ever. This new era sees companies and their high-quality products and services shifting from a product-oriented approach to a customer-oriented approach. Thanks to advanced technology, companies should be able to monitor information regarding customers and their use, and also manage requests and information. In this regard, using various information management techniques, software and technology brings companies crucial advantages.

Information technologies make it possible to know your customers better to further develop customer relations, improve service quality based on customer feedback, while retaining and gaining more customers.

Finding the most suitable Logo CRM solution for companies, in line with the changing needs within sectors and even among companies, is the first step to gain an advantage in this new era.

Logo CRM, which can be integrated with every ERP solution developed by Logo, can be customized to your specific needs. So you can track and report appointments, meetings, offers, works, sales and after-sales processes of your sales-marketing or technical teams, in real time.



Add value to every process involving customer contact...

To gain advantages in terms of efficiency and competition, companies that would like to access real information can easily manage their pre-sales and after-sales processes with Logo CRM.



Make a difference with stronger, faster and more reliable processes

Developed using new technologies, Logo CRM aims to increase companies' skills in communicating with their customers with a flexible structure which enables the development of additional projects and modules, along with a wide range of applications. Logo CRM can be integrated with Logo ERP solutions to create the most optimal Logo CRM solution for companies at different scales.



Strong corporate memory

You can easily define and classify your prospective or active customers, dealers and vendors. In addition to this, you can access, manage and report any kind of information from selected company or customer-related persons and relevant documents to business opportunities, calendar events, activities, and offers, after-sales satisfaction/complaint records through a single platform.



Detailed opportunity follow-up

You can track your sales opportunities, projects and tenders at every stage, using only one screen. You can see and manage every detail of opportunities, transactions performed, employees performing these transactions, issues discussed and offers made, together with relevant documentation.



Fast, controlled and flexible offer processes

Thanks to the areas, views and templates which can be defined specifically for your offer processes, you can prepare offers faster. You can create a more flexible offer process using the past price check, optional/alternative offer and product association features. Along with the offer approval processes which can be structured according to your needs, you can minimize human errors using the instant current account risk limit and remaining stock controls performed automatically from the database of the Logo solution that you are currently using.



After-sales processes

Thanks to the “After-Sales Support” module which can be customized according to your after-sales processes, you can manage your support requests, customer satisfaction processes, complaints or call center processes which work in an integrated manner with your IP central.



Customer-document association

You can create as many main or sub-folders as you like, and you can store your documents, templates, digital copies of documents with wet signatures along with company documents in these folders. You can associate all of your documents, records and activities with your customers and instantly view the associations between your customers and your documents.





KPI (Key performance indicators)

With Logo CRM, you can view in real-time all of your defined performance criteria. You can monitor the targeted and realized sales of your sales team according to employees, products and/or regions. You can measure the general performance of your technical staff and your company during a selected time period. You can also report the status of targeted meetings, opportunities and the number of offers made.



Logo Notifier Service

The Logo Notifier Service is an automatic notification management system which creates instant notifications for actions related to your corporate processes. It is provided free-of-charge in the Logo CRM solution feature set. In this way, you can report the required information based on time or transaction and view the reports of any transactions performed. You can use the Logo Notifier Service module to get your notifications as e-mail, SMS or Push Notifications for special occasions of your customers, along with customer meetings, current status of offers made, realized sales, contract expiration dates and after-sales service details at any stage. You can instantly access transactions and their details such as the status of your customers' current accounts, risk criteria, orders entered, collections realized, the status of your materials and stocks, documents related to issued invoices and many more.

The screenshot displays the Logo CRM interface for a customer profile. The profile is for Mehmet Güneş, a male individual. The interface includes a navigation bar with a back arrow, the name 'Kişi Mehmet Güneş', and buttons for 'Yeni Kişi' and 'Kaydet ve Kapat'. Below the navigation bar, there are tabs for 'İşlemler' and 'Görünümler'. The main profile area contains a photo of Mehmet Güneş and several form fields for personal and contact information. The 'İLETİŞİM BİLGİLERİ' section includes fields for 'E-posta' (mehmet.gunes@gmail.com) and 'Telefon' (+90 533 4001918). The 'ADRES BİLGİLERİ' section includes a 'Fatura adresi' field with the address 'İNCİRLİK CAD. ZUHURATBABA MAH. ZUHURATBABA BAKIRKÖY İSTANBUL Türkiye'. The 'Kullanımda' checkbox is checked.

AD:	Mehmet	SOYAD:	Güneş	FİRMA:	770.01.21 - TEST MUSIC HOUSE
ORTA İSİM:		ANA SEKTÖR:	Elektrik&Elektronik	KİŞİ ROLÜ:	Firma Sahibi
SATIŞ TEMSİLCİSİ:	MUSTAFA SEZGİN	DOĞUM GÜNÜ:	03.02.1981	<input checked="" type="checkbox"/>	Kullanımda
İŞ DİNİ:	Mühendis				

Genel İlişkili kayıtlar Günlükler Yorumlar

İLETİŞİM BİLGİLERİ

E-posta
+ E-posta Ekle

E-posta 1
mehmet.gunes@gmail.com

WEB ADRESİ-1:
www.nfh.co

Telefon
+ Telefon Ekle

Cep Tel
+ 90 533 4001918 Dahili

WEB ADRESİ-2:

ADRES BİLGİLERİ

Adres Bilgileri
+ Adres Ekle

Fatura adresi
İNCİRLİK CAD. ZUHURATBABA MAH. ZUHURATBABA BAKIRKÖY İSTANBUL Türkiye



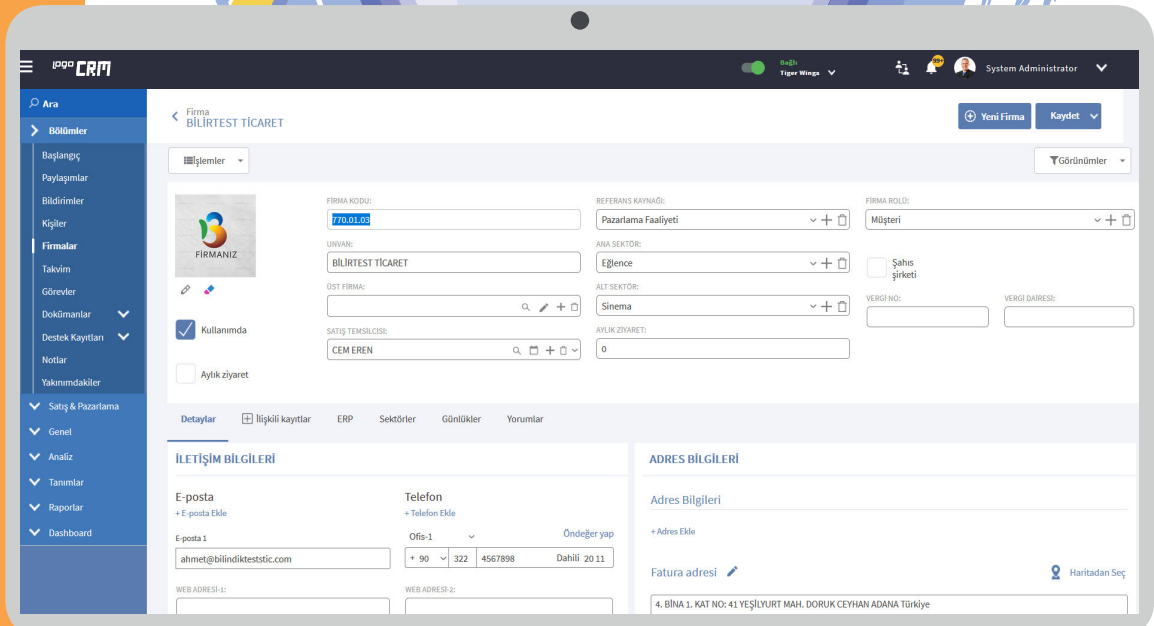
Easy-to-use interfaces

Built on new-generation technologies, Logo CRM comes with an aesthetic design that is both user-friendly and easy on the eyes.



Save time with the Outlook add-in

Thanks to the integration of the Logo CRM software with e-mail application, accessing the records of the customer, the supplier or the dealer who send e-mails also becomes possible. With Outlook Add-in, data can be accessed quickly without switching between different applications.



Uninterrupted access and full control with mobile application



Logo CRM, web tabanlı yapısı sayesinde her an her yerden erişilebilen bir çözüm sunuyor. Logo CRM'in mobil uygulaması da ürünün web arayüzünde yer alan tüm modül ve fonksiyonlarını kapsıyor. Ayrıca mobil uygulamadaki Yakınımdakiler özelliği, bulunulan bölgedeki müşterileri ve açık fırsatları harita üzerinde gösteriyor. Check-in/Check-out özelliği de saha çalışanlarının sistem üzerinden takibini ve rota optimizasyonu sağlıyor.



LOGO CRM

Basic

- Campaign management
- Notes
- Share
- Notifications
- Process list
- Customer management
- Activity management
- Offer management
- Mobil/Outlook package
- Calendar/Maps
- Reporting
- Language package
- Integration with 3rd party systems (Setrow, MailChimp, Mobildev etc..)

6 users

Standard

- All of the basic packages functions
- Opportunity management
- Task management
- Document management
- Reporting/Dashboard/Analysis
- IP switchboard
- After sales support module
- Notifier service
- Model editor (Customization)
- KPI

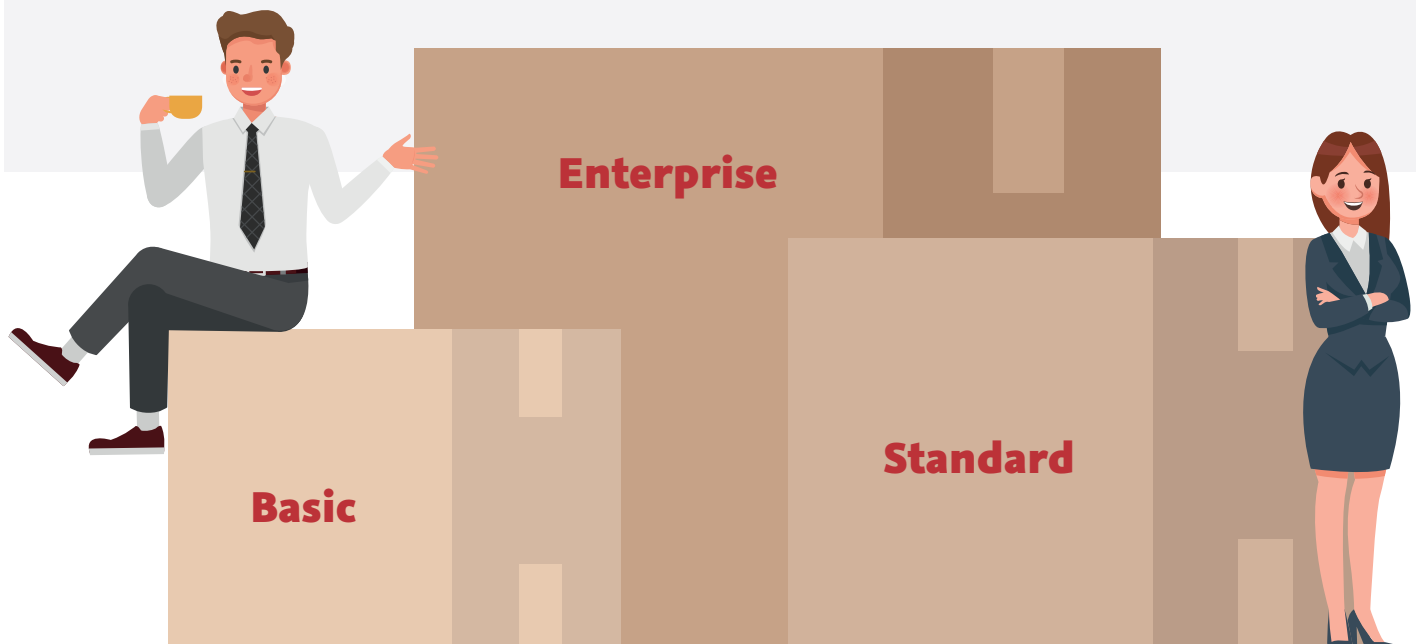
16 users

Enterprise

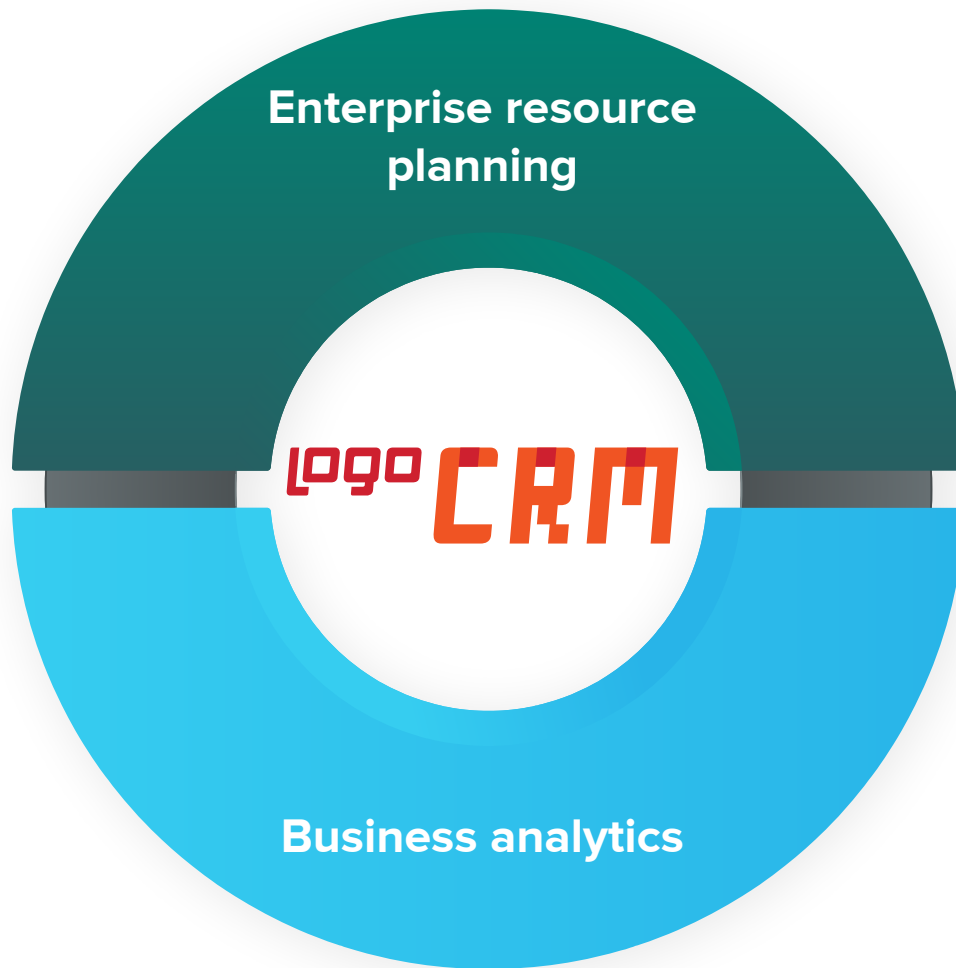
- All of the Standard packages functions
- Rest service
- Additional software

Unlimited users

Maximum users number:



Our integrated solutions with Logo CRM



Enterprise resource planning (ERP): Enterprise resource planning (ERP): Enterprise Resource Planning (ERP) applications allow businesses to manage all their data and business processes centrally, end to end, and significantly increase operational efficiency. Logo ERP Solutions consists of an extensive portfolio, and provide traceability, effective control, and data reliability in all operations from accounting and finance management to foreign trade, procurement processes and production. In this way, operational processes are automated in every business, and time and cost savings are achieved with a reduced workload. Logo ERP Solutions provide businesses of all sizes with more efficient business processes, greater savings, with higher levels of employee and customer satisfaction.

Business analytics: Businesses are in need of transforming huge amounts of data that does not make sense on its own into significant information and therefore, value. Logo business analytics solutions process data from tens of different sources quickly and meticulously, and provides real-time information and reports to decision-making mechanisms. With the budget management solution, budget processes are managed faster, more flexibly and securely. Logo Business Analytics Solutions help you to stand out against the competition.

For further
information
about Logo CRM



The most valuable IT brand of Turkey



Ecosystem of 5000+ people	800+ Business partners	90.000+ Active customers	1.200+ Employees
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Logo is coding the future together with its customers, business partners, employees, investors and all stakeholders as a company contributing to the sustainable success of its customers with its products and services that appeal to all companies from micro size to enterprise level. It creates value for its customers with passion and agility.

Turkey's largest public software company and most valuable information technology brand* Logo, operates in software sector as one of the leading companies since its establishment in 1984. Logo offers application software to enterprises ranging in size from micro companies to large scale corporations. The company, by increasing innovation and creativity in its products and services, lays the foundation for sustainable success by accompanying more than 200,000 companies so far on their journey of growth, with more than 1,200 employees and 800 business partners in 4 different countries at 7 different locations.

In addition to Enterprise Resource Planning, Logo's offerings comprise many complementary solutions such as Customer Relationship Management, Human Resources Management, Workflow Management, Warehouse Management Systems, Business Analytics Solutions and Retail Solutions. Having taken the lead in the ERP sector in terms of number of customers for many

years, Logo has a large and dynamic ecosystem that extends from partners to Logo users, from academicians to students and industry professionals. Along with the power stemming from this ecosystem, and believing in the dreams of its customers, sharing the same goals and working diligently to fulfil them, Logo carries out its business with the vision of coding Turkey's future together.

Since its foundation, Logo has been the innovative leader of its sector with the innovations it brought with its products, services, and business processes; more importantly with the added value it created in the digital transformation. Logo has invested in different businesses and technologies, and in recent years has made great leaps and revenue growth due to organic and inorganic growth. Logo has always adopted a fair and transparent management, and currently has a 66% free-float rate. The company became the first public software company in Turkey in 2000.

Logo completed a significant portion of its 35-yearlong history as the market leader in the industry, and after a series of strategic investments aiming at transferring the know-how and experience gained in the Turkish market to abroad, it continues on the path towards becoming a regional player. Logo has been pursuing its firm growth with 41% revenue CAGR (compound annual growth rate) in the last 10 years.

*Brand Finance, Turkey's most valuable and strongest brands report, June 2019



Logo solutions:



Offers high performance



Offer an affordable total cost of ownership



Provides an open platform



Quickly installed



Upgradeable functions in line sector-specific needs



Creates a synergy with common solutions and platforms

Find the closest business partner...



LOGO

