

CRM Consultancy Services

Overview

We have extensive experience in the design, implementation, and adoption of both Cloud-based and on-premises CRM solutions. As a vendor-neutral consultancy, we provide independent advice and expertise to help you define requirements, identify appropriate technologies, procure, implement, and fully exploit the right CRM solution to meet your business needs.

Service Features

- Strong market understanding of available vendors and product features
- Benefits-led implementation approach to ensure business case savings are achieved
- Strong focus on requirements management
- Use of both Agile and Waterfall methodologies
- Extensive experience in managing business change and user adoption
- Service transition, stakeholder engagement, and training programmes
- Rapid scoping and project initiation for quick deployment

Service Benefits

- Minimum disruption to ongoing service delivery
- Transparency of cost savings and tangible efficiencies
- Knowledge transfer to project staff, ICT teams, and end users
- Improved service levels for customers
- Assurance for procurement and solution selection
- Tailored approach based on organisational maturity
- Focus on process redesign to realise back-office efficiencies