



Mobile App for SAP CRM: Customer Service Manager

AT A GLANCE

COMPANY- Global CPG Leader in South Africa

INDUSTRY- Beverage

SOLUTION- Mobile Application that integrates with SAP CRM 7 & SAP ECC 6.0, enabling the sales executives with access to Customer Data, Account Receivables, and complete Customer Survey via Windows 8 tablets.



ABOUT UNVIREd

Unvired delivers solutions to enable the Digital Enterprise. Unvired mobilizes SAP, Oracle, and other backend systems, enabling greater employee productivity and customer satisfaction.

Headquartered in Houston, TX and with customers in N. America, Europe, South Africa, and APAC, Unvired is committed to its clients realize the benefits of enterprise mobility at a disruptively low cost and time to implement and continues to innovate in enterprise mobility.

BUSINESS CHALLENGES:

- Sales executives needed to access and manage customer data in the Field
- Need to complete customer satisfaction surveys in the Field
- Need to settle un-signed invoices, which are printed and signed-off
- Map based routing for optimal travel to customer locations
- KPI analysis of delivery performance

SOLUTION:

- Mobile App to access data from SAP CRM 7 and SAP ECC 6.0
- Perform tasks related to Accounts Receivables function
- Manage complaints of customers
- Complete Surveys
- Update Customer Master Data (Geo-coordinates)
- Google Maps Integration for planning customer visits travel
- Print: Unsigned and Disputed Invoices
- Mobile devices: Windows 8 Tablets

PROJECTED BENEFITS:

- Enhanced Customer Satisfaction
- Improved Master Data accuracy
- Enhanced Cash Flow: Compressed Order to Cash (OTC) cycle