



Over 80 Success Stories

CRM for Tech Support

CRM solution for Managing Tech Support Operations, Sales, Customers, Users and Data.



What is CRM ?

Customer relationship management, a strategy for managing a company's interaction with their customers, it is a technology to organize data, synchronize business requirements, the main purpose of a CRM in a business is to manage data related to the customers, it helps the business owners to get real time update on their business activities.

Benefits of CRM

- ✓ A major benefit can be the development of better relations with your existing customers
- ✓ A more personal approach and the development of new or improved products and services in order to win more business in the future
- ✓ Enhanced customer satisfaction and retention, ensuring that your good reputation in the marketplace continues to grow
- ✓ Increased value from your existing customers and reduced costs associated with supporting and servicing them, increasing your overall efficiency and reducing total cost of sales



About eDaddy CRM

"In the ever competitive marketplace of today, the customer is undoubtedly the king and customer relationship management techniques have emerged as the keys to surefire success. The basic purpose of incorporating CRM in a business is to manage customer interactions effectively and synchronize business related requirement by cogent management of customer related data."

What is eDaddy?

eDaddy is one such comprehensive CRM software that enables businesses to manage case details, sales, customer support and inventory with the help of a single interface. Delightfully user-friendly, eDaddy provides a holistic overview of customer interactions helping businesses to establish stronger relationships with their customer bases. The solution comprises of a robust mechanism of automated procedures that allows customer interactions through auto-responders. It keeps customers up-breast with the services they are paying for.

Building a bond with a customer is always a key target for all the companies, e Daddy is here to make it simpler, a very robust application with automated procedures will help the company to interact with the customer's via Auto-responders, it will keep the customers updated about their service for which they paid.

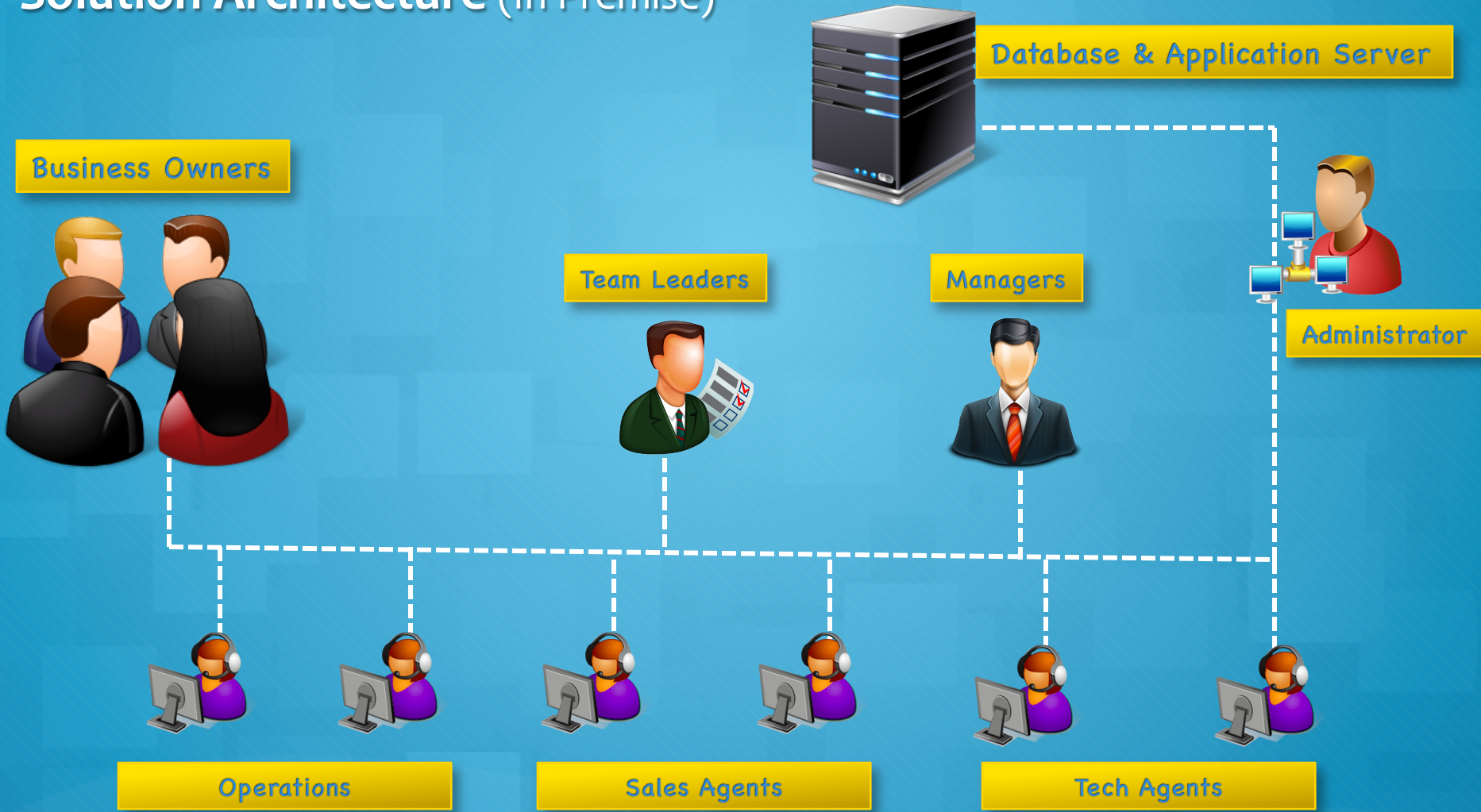
Smarter solutions plays a vital role building up relation with customers, managing a life-cycle of a customer is made easier via this initiative.



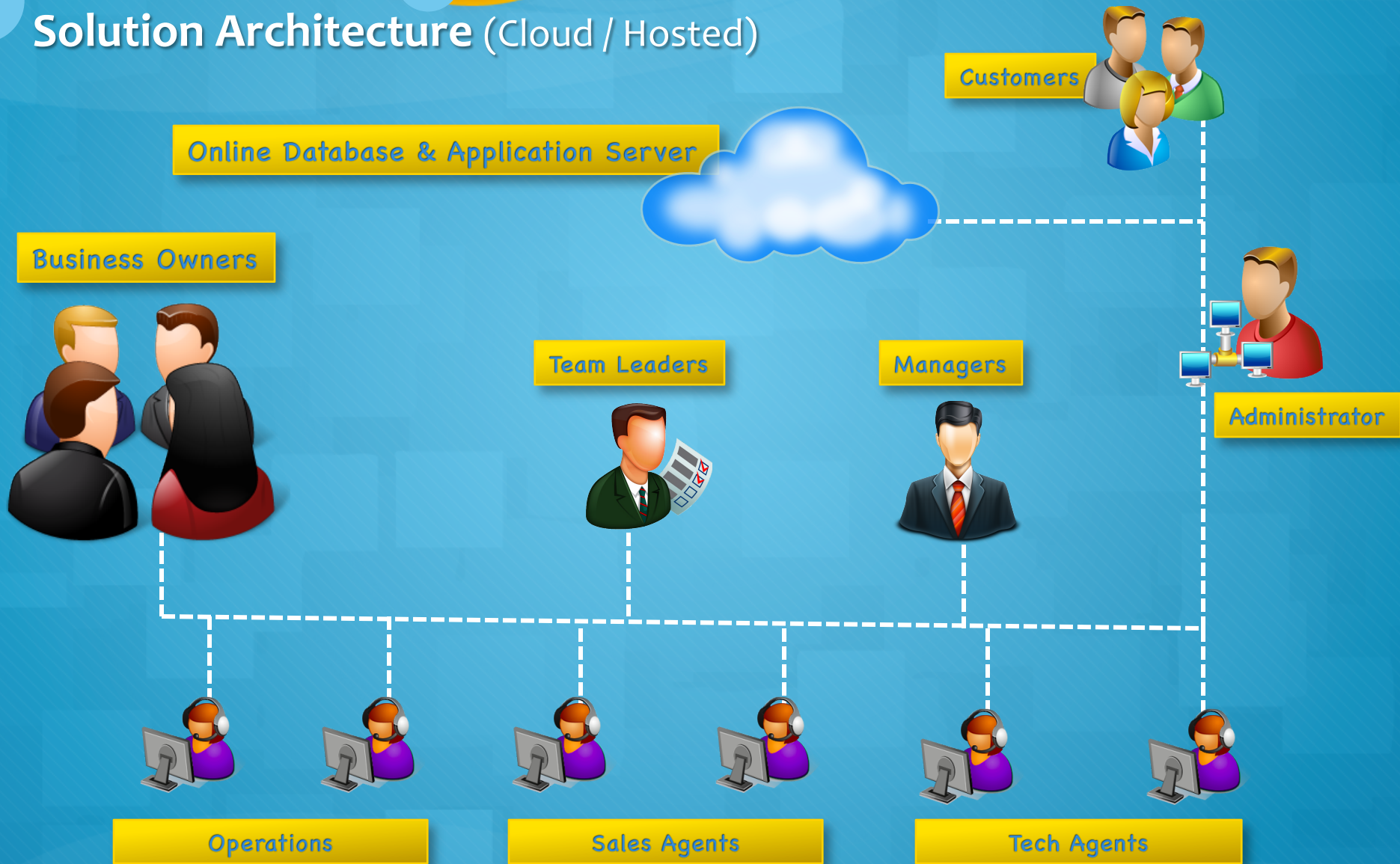
Architecture



Solution Architecture (In Premise)



Solution Architecture (Cloud / Hosted)





Features

- ★ Customer Demography
- ★ Case Management
- ★ Knowledge Base Article
- ★ Reports
- ★ Data Analysis
- ★ Financial Management
- ★ Sales & Marketing
- ★ Staff Management
- ★ Administration
- ★ Resource Management
- ★ Quality Assurance
- ★ Promotional Email
- ★ Internal Email Management
- ★ Automated Email Management
- ★ Alerts & Reminders
- ★ Customer Invoicing
- ★ Customer Self Service Portal
- ★ Escalations
- ★ Internal Chat
- ★ Notice Board
- ★ Call Back Schedulers
- ★ Break Schedules
- ★ HR & Payroll

Key Features

- ✓ Sales Force Automation
- ✓ Customer Support
- ✓ Scheduling
- ✓ Data Security
- ✓ Personalized Dashboard & Reporting
- ✓ Third Party Integration
- ✓ Accessibility
- ✓ Analytics
- ✓ Master Data Management
- ✓ Interactivity





Key Benefits

- ✓ Interactivity
- ✓ Administration
- ✓ Business Analytics
- ✓ Strong Data Security
- ✓ User Based Roles
- ✓ Knowledge Management
- ✓ Strong Case Management
- ✓ Business Growth

Interactive Features

- ✓ Notice Board
- ✓ Discussion Forums
- ✓ Games for Customers
- ✓ Polling
- ✓ Profile Management
- ✓ Auto Save Forms
- ✓ Login Time details
- ✓ Break Details
- ✓ Chat





Technology

- ✧ eDaddy is developed with the latest technology used for hi-end solutions, with data security.
- ✧ eDaddy is entirely developed under LAMP technology, widely used all over the world.
- ✧ eDaddy is supported by latest technology like smart card and bar code



Pricing – Basic Version

S.No	Features	Pricing
1.	Customer Demography	
2.	Case Management	
3.	Users Management	
4.	Sales Management	
5.	Marketing Management	
6.	Automated Email Management	
7.	Notice Board	
8.	Internal Email	
9.	Login Hour Management	
10.	Production Hour Management	
11.	Break Management	
12.	Subscription Management	
13.	Master Data Management	
14.	Reports Management	
15.	Call Back Schedulers	
16.	Invoice Management	
17.	Escalations	

Pricing – Enterprise Version

S.No	Features	Pricing
1.	<u>Basic Version Features</u>	
2.	Sales Force Automation	
3.	Customer Self Service Portal	
4.	Knowledge Base Management	
5.	Administration	
6.	Resource Management	
7.	Reminder Management	
8.	Promotional Services Management	
9.	Stats Management	

Pricing – Ultimate Version (complete business automation)

S.No	Features	Pricing
1.	<u>Basic Version Features</u>	
2.	<u>Enterprise Version Features</u>	
3.	Payroll Management	
4.	Human Resource Management	
5.	Financial Reporting	
6.	Quality Assurance Management	
7.	Alerts	
8.	Chat	
9.	Live Help	
10.	Sales Incentive Management	
11.	Video Gallery Management	



Pricing – Startup Version

S.No	Features	Pricing
1.	Customer Demography	
2.	Case Management	
3.	Users Management	
4.	Master Data Management	
5.	Login Hour Management	
6.	Production Hour Management	
7.	Break Management	
8.	Subscription Management	
9.	Reports Management	



Terms and Conditions

1. There are no hidden cost apart from the one quoted above.
2. The above License cost includes Support, Setup and Online Training.
3. The above License cost excludes Development, Major Customization and Onsite training.
4. Client has to pay 100% of the Version cost before Setup and Installation.
5. iPad, iPhone, Android applications are also available with an extra cost.
6. VAT and Service Tax will be charged extra on the above prices wherever applicable.
7. Minor customizations won't be having any charges, Major customizations would be charged as per complexity of work.
8. Integration of SoftPhones/ Asterix and other applications will cost extra for Startup, Basic and Enterprise Version.
9. Updates are free of cost.
10. All the Disputes are subjected to Jodhpur, Rajasthan (India) Jurisdiction only



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