ADDPRO

Customer Success Story:

ECM, CRM and Activity Management in one solution

AddPro's benefits from Exformatics ECM:

- Full transparency of customer information
- Reduced number of e-mails
- Misinformation is minimised
- Level of customer service is improved
- Higher quality in deliveries

eXformatics

Exformatics is a supplier of standard software for intelligent Entreprise Content and Information Management. Our solution enables companies to organise and access activities and information and digitises business processes. It provides a unique information overview and a platform to help increase the efficiency of the employees and support the cooperation between departments and even organisations. Exformatics ECM builds on Microsoft SharePoint and integrates with Microsoft Office, Outlook and much more.

A complete overview of customers, contracts, licences and contacts is essential for the IT consultancy AddPro.
The Exformatics ECM solution brings service management and a portal for knowledge sharing together in one package.

Swedish IT consultants AddPro have chosen Exformatics to replace their helpdesk solution. AddPro decided to implement Exformatics ECM across the entire organisation.

With Exformatics ECM, AddPro benefits from complete transparency for the more than 150 contract customers in Sweden and Denmark.

The customers vary in terms of characteristics and requirements, which makes high demands on flexibility and agility of the solution.

AddPro required a helpdesk solution that supported the organisation's workflow. According to AddPro, flexibility, scalability and the need to meet customer requirements were the preconditions when selecting a new solution for helpdesk and activity management.

"We got a full scale CRM system to manage our customers across the organisation."

"We operate in a line of business that is developing rapidly. As 80 percent of our employees are consultants, we needed a standard solution that could be adjusted to our requirements," says Klas Ljunggren, IT Manager at Add-Pro.

AddPro has chosen Exformatics ECM because the easy-to-use Microsoft SharePoint solution can manage the huge information flow in the company in ways that meet the requirements of the IT consultancy.

"For an organisation of knowledge workers ECM is ideal to manage the information about our many different customers with a broad variety of demands. One of the advantages of Exformatics ECM is the possibility to access a wide range of customer data that is easily attached to each customer," says Klas Ljunggren.

Exformatics ECM provides a complete overview of contract information, licences, contacts, knowledge-base articles, ongoing and completed tasks, etc. This enables consultants to provide the best customer service possible.

"The essence in Exformatics ECM is that all data can be affiliated with the specific customer, regardless of it being contractual information, Service Level Agreements, product licences, etc.," says Klas Ljunggren.

A FULLY SCALED CRM SOLUTION WITH EXFORMATICS

The possibility to attach various types of information to client records and support cases has brought AddPro more than just a helpdesk solution.

"With all the information sorted, we are provided with a full-scale CRM solution to keep track of both events and customers across our departments. Several of our employees handle our customers from various functions at the same time, and the solution from Exformatics ensures that we have a complete overview of what others are working on," Klas Ljunggren says.

"The result is time savings and the possibility to provide rapid and better service for our customers. Exformatics ECM minimises the amount of e-mails and misunderstandings, especially regarding changes to customer contracts. Exformatics ECM provides us with a structure and archive for e-mails, documents and other files," says Klas Ljunggren.

Instead of an expensive proprietary system, AddPro opted for the state-of-the-art solution from Exformatic based on SharePoint.

Exformatics is thus the perfect match for AddPro's information and activity management strategy.

The scalability of the Exformatics solutions will also come into force as AddPro seeks to implement Exformatics ECM across the entire organisation.

QUICK FACTS ABOUT ADDPRO

AddPro was established in 2000 and is represented in the Swedish cities of Malmö (HQ), Stockholm, Gothenburg, Kalmar, Helsingborg, Kristianstad and Oerebro.

AddPro specialises in IT Security, Communications, Infrastructure, Applications & Integration, Support and Service.

AddPro employs 200 people, including 150 technical specialists.

ABOUT ADDPRO'S SOLUTION

AddPro uses Exformatics ECM as a Customer Relations Management system to gather all customer information and as a helpdesk solution to manage IT support.

exformatics.com