



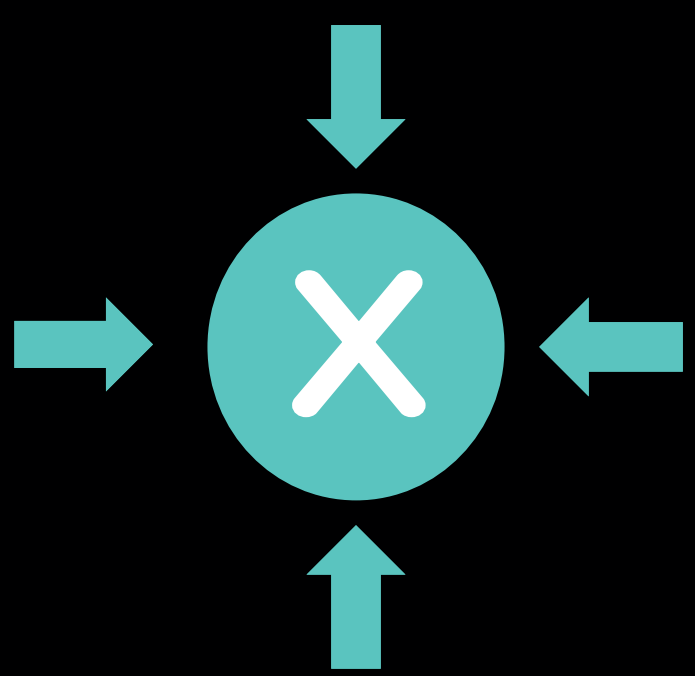
Referenced from Nucleus Research Report - Cloudswave



INK IT SOLUTIONS
Imprint your future

BUSINESS CHALLENGES

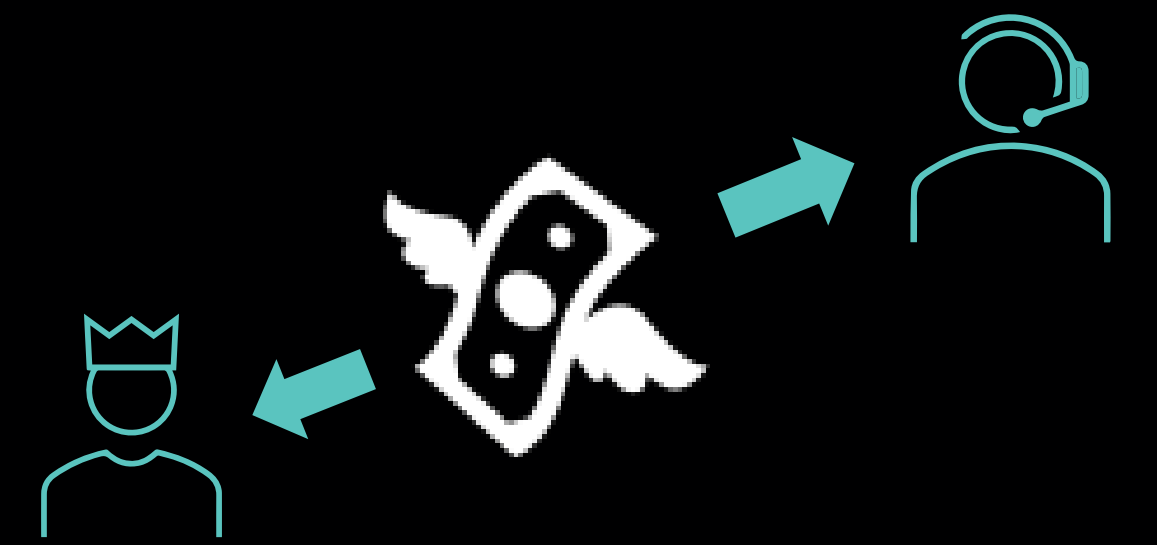
In today's digital world, the 2 most important areas which any organisation needs to focus are - Sales & Service. Most of the processes can be digitalized and automated, but there is no substitute to human connect. Industries worldwide are investing heavily in AI, ML, Bots etc. to optimize the workforce & provide better customer experience. Invariably this shift has resulted in lack of focus on human capability aspects to emotionally connect with their customers.



No single source of truth for customer data



Multiple systems with complex integrations



Disconnect between sales and service teams

HOW OUR PACKAGE APPROACHES SALES & SERVICE

SAP Sales & Service Cloud’s platform is designed to work **seamlessly** together, making organisations 100% **customer centric** by supplying the right data to the right person at the right time. And did we say, **zero cost on hardware**? SAP’s focus is to ensure that your mission critical data is safe and reliable, providing you peace of mind.

With SAP Sales Cloud, sales reps can get a **holistic view** of the customer in one place & connect with them in an efficient manner in every step of the sales process, **from lead to sales**. With SAP Service Cloud, customer service agents can provide **faster**, more **accurate** responses to their customers from **anywhere, at anytime**.

At **INK IT**, our prime objective is to empower our clients to build a trusted foundation with their customers, and that's why we've developed a value-added package - E3 CX Cloud that will provide the best of both worlds (Sales & Service Capability) & E3 stands for Efficient, Easy & Eco-nomical. All the packages can be delivered in matter of weeks with minimum business disruption.



MOST POPULAR

BEST VALUE

START_UP

Basic CRM for 20 users

\$49
per user/month
(billed annually)

Free Trial

- Template base requirement gathering
- Account & Contact Management
- Lead & Opportunity Management
- Ticket Management with SLA
- Activity Management
- Product Management
- Mobility

4 Weeks

START_UP PLUS

Boosted CRM for 50 users

\$75
per user/month
(billed annually)

Free Trial

EVERYTHING FROM START_UP

- 2-week Dedicated Design & Discovery Workshop
- Quote Management
- Service Contract
- Train-the-trainer
- Visit Management
- Personalised Dashboards & Reports (3)

6 Weeks

ADVANCED

Tailor made CRM for 100 users

\$95
per user/month
(billed annually)

EVERYTHING FROM START_UP PLUS

- Order Management
- Sales Forecasting & Pipeline Management
- *Pre-packaged Integration with SAP ECC or S/4HANA
- Route Planning & Execution
- Social Engagement
- Data Migration capped 50 K (Customer, Open Transactions, Products)

10 Weeks

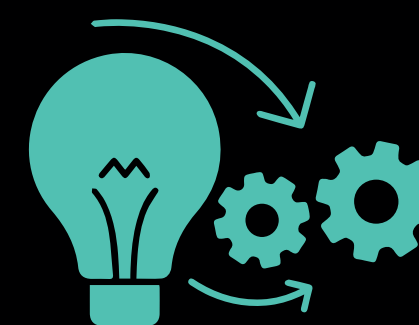
*SAP CPI Pre-requisite additional license applicable



All models will provide level 1 Support



Trial version for 7 days



Price includes both license & implementation costs



All costs are in AUD excl GST

- For a complete list of features, refer E3 CX Cloud.

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