

CRM FAQs

What is CRM Software?

CRM (customer relationship management) software is enterprise software that covers a broad set of applications and software to help businesses manage customer data and customer interactions, access business information, run reports, automate sales, marketing and customer support and also manage employee, vendor and partner relationships.

CRM software is an innovative, cost effective way to work. Businesses using CRM software will enjoy an increase in productivity and a reduction in costs associated with developing effective sales, marketing and customer service strategies.

CRM software:

- Maintains a database for all customer, contact, opportunity and activity information
- Helps lead generation and opportunity management from lead through the sale
- Improves customer service through timely management of all issues
- And more!

Who is CRM?

Aonepos is a leading developer of Customer Relationship Management (CRM) software solutions along with comprehensive implementation and support services.

Aonepos is a full-featured, flexible and customizable CRM application that provides the competitive edge your company needs. Offered as a cloud or on-premise deployment, this browser-based CRM application automates the sales,

marketing and customer services areas of your company, delivering the power to create, cultivate and grow outstanding relationships.

Aonepos is an innovative, cost-effective way to work. You'll enjoy an increase in productivity and a reduction in costs associated with developing effective sales, marketing and customer service strategies. More than just a software application, CRM is the heart and soul of your organization's technology.

- CRM software solutions specializes in assisting mid-market companies with sales, marketing, marketing automation, customer service and contact center functions.
- CRM is dedicated to providing mid-market companies with easy-to-use, quick to implement, cost-effective CRM solutions that enable you to better serve your customers and prospects.
- Primary CRM Focus: Sales, Marketing, Marketing Automation, Customer Service and Contact Center
- CRM is offered as in a cloud/hosted CRM environment as well as on-premise (on-site).

What makes CRM Unique?

CRM software is more than just a software application. It is the heart and soul of your organization's technology.

Here are just a few of the ways we stand out from the competition.

- **Complete CRM for one price.** Our CRM software solution comes out of the box with our mobile app and comprehensive sales, marketing, marketing automation, customer service and contact center functionality. It also includes powerful management and reporting tools. There are no extra charges or fees – just a great all-in-one CRM software solution at affordable rate.

- **Cloud CRM or On-Premise CRM.** lets you choose whether you want to deploy our CRM software in the cloud (hosted) or on-premise. And you can always switch if your needs change.
- **Easy to use and customize.** CRM is easy to use and adapts to you with incredible flexibility. Users can easily create new fields, screens, tabs, controls and workflows to capture their unique requirements.
- **Fast CRM implementation.** Our project managers will guide you through the CRM implementation process so you can start seeing immediate results.
- **Unlimited support and training.** We include unlimited phone, email and chat support in both our on-premise and hosted CRM plans. Plus you'll get access to free online training.
- **Marketing Automation.** No other CRM product includes complete marketing automation functionality at no additional charge. From email marketing to lead processing and website visitor tracking, CRM's marketing automation functionality offers it all.
- **Free mobile app.** Access your CRM data from your smartphone or tablet at no extra charge.
- **Reliable and secure.** We recognize that the privacy, reliability and accessibility of your CRM information is of utmost importance and we take great measures to administer a security policy that protects our customers' key data and ensures the CRM environment is fully functional. CRM's cloud solution is hosted in Amazon's AWS (Amazon Web Services) cloud infrastructure. AWS delivers a highly available and secure hosted CRM package.
- **Award winning CRM.** software has been honored with a number of CRM software industry awards, including the ISM Top 15 Award and the 2014 TopTenREVIEWS Excellence Award.

What types of CRM hosting do you offer?

With CRM, you can choose to deploy our software in the cloud (hosted) or on-premise. And you can always switch if your needs change.

On-Premise CRM Software

- Accessed through VPN at your client site
- Should have 5+ users at minimum
- Ideal if you require a lot of integration with in-house systems such as ERP software

Hosted or Cloud CRM Software

- Accessed through website,
- Ideal for 1 or more users
- Doesn't require you to have an IT Resource to administrator
- Low monthly cost
- Requires 30 day notice to cancel
- If you decide to switch to on-premise CRM software, hosted fees paid will apply to as much as 50% of the on-premise license cost

What are the technical specifications?

Technical Aspects

- Web-based CRM software solution
- Operates on MS SQL server
- Operates on most mainstream browsers – anyone that supports Silverlight

Customized Reporting

- Not available out of the box, however, we are able to adjust to your needs to include it for you

Data Migration

- 20mb of data transfer per month.
- Hosted Data Limit: 10GB per user
- If you need additional storage or have concerns over using too much, you can discuss with your account manager

Integration

- Accounting Software – we will provide integration services
- Outlook Software – Integrates bi-directionally

Time to Implement

- Depends on the level of customization and data migration.
- CRM implementation time frame generally ranges from 1 business day to 30-90 days for complex implementations.

Support

- Unlimited phone, email and chat support is included in all our on-premise and hosted CRM plans
- Access to free online training

What training does CRM offer?

CRM software offers unlimited support and training in both our on-premise and hosted plans. Best of all, you can just let us know what you need, and if you'd like us to train your end users.