

LuitBiz CRM Brochure

LuitBiz CRM is a true 360 SaaS CRM with Sales, Marketing, Support,
Contacts & Customer Portal Modules

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THE MOST EASY-TO-USE CRM

FOR YOUR GROWING BUSINESS

About LuitBiz CRM

Cloud and mobile technologies work together to provide optimal CRM software solutions.

LuitBiz CRM is a web based cloud computing software that helps businesses in serving existing customers better and developing services for new ones. LuitBiz is completely responsive and fits all devices & helps businesses improve internal business processes and personalizes the company's external relationships. The overall benefits of LuitBiz CRM include extending your company's value across your organization through data integration, increasing customer retention and loyalty, and responding effectively to competition in the marketplace.

LuitBiz CRM modules include:

Sales Force Automation (SFA):

LuitBiz CRM's sales force automation (SFA) feature allows you to manage your entire selling processes (sales order entry, follow-up and support). This feature provides complete customer purchase trails enabling your sales team to serve your customers better, improve customer satisfaction and increase your company's profitability from anywhere, anytime.

Location wise sales tracking: LuitBiz CRM allows you to track sales of each of your offices separately. This way you can have complete knowledge about the sales processes taking place in each of your office locations. Access to sales data of different locations can be configured for different users thereby allowing users view data of only those locations for which they have privilege.

Sales Pipeline Management: Using the LuitBiz CRM SFA feature, you will see all your sales leads arranged by your sales offices. You can even track multiple

leads to get insight into each contact, conversation and unique opportunity. Moreover, you can view all potentials, quotations, orders, closed sales, projected sales, probability of the close of sale, and weighted amount for each of these transactions in LuitBiz CRM.

Opportunities & Quotes: Your sales representatives can generate quotations for potential customers and store them in LuitBiz CRM. These can be referred to at any time and will help you in forging better and long lasting relationships with your customers and complete deal lifecycles. Your sales representatives can quickly generate a PDF quote and email it to customers directly from LuitBiz in just a few clicks.

Sales Order Management: Your sales team can track all the sales orders from customers and follow up with them. This way, you will be able to service your customers better and gain their loyalty.

Invoices Management: Your sales reps can generate

customer invoices in LuitBiz CRM and mail the invoices to your customers with just a few clicks. Once payment is received from your customers, LuitBiz generates your payment receipt and also records the payment. The AR Aging reports of LuitBiz gives a birds eye view of your accounts receivables.

Sales Tasks: All sales tasks are handled very efficiently by LuitBiz CRM and the concerned sales rep to whom a task is assigned is notified via email. On task completion, the person assigning the task is also notified about the task completion.

Sales Forecasts: LuitBiz CRM helps you make intelligent sales forecasts for your different territories. This helps your sales team in planning their sales

Marketing Automation:

LuitBiz CRM contains all the marketing management tools needed to automate, track, and report your marketing efforts. You can also target campaigns based on your customers' purchase histories, support cases and more. After all, marketing effectively to your existing customers is the key to growing your business.

Marketing Campaigns & Events: LuitBiz CRM helps you to schedule and track all marketing campaigns and events. You can make intelligent decisions about where to invest, while validating the impact of your marketing campaigns and events on your company's bottom line using LuitBiz CRM.

Marketing Automation - This is it!

Customer Support Management:

Using LuitBiz CRM, your support team can have views into customer purchase histories without having to track down customer information such as support entitlement, outstanding invoices, shipment status, and contracts in separate applications. You can offer customers 24/7 online self-service to increase customer satisfaction and boost customer loyalty with the customer self service facility of LuitBiz CRM.

Campaign ROI Reporting: A disconnect between marketing campaign management and sales outcomes, preventing any kind of meaningful data analysis has been a consistent problem for B2B marketers. Prospect Insight solves this by tying your CRM's sales opportunity data to your paid search results, allowing you to calculate well beyond a simple cost per conversion. Metrics such as cost per vetted prospect, cost per opportunity, cost per sale, and ROI will allow you to shape your marketing strategy and improve your bottom line.

Lead Conversion Management: With LuitBiz CRM, managing marketing leads is a smooth process. Conversion of leads to potentials / opportunities ensures that leads always get to the right sales representative and never fall through the cracks.

Case Management By Product & Priority: LuitBiz CRM helps your support team to handle customer support cases quickly and improve customer relationships. With LuitBiz CRM your support team will never let a customer case slip through the cracks. LuitBiz CRM's case management functionality and processes are seamlessly integrated providing incredible visibility across the organization as well as externally to customers via their self-service.

Reach out to your customers with
LuitBiz CRM - The true 360 CRM



Escalation and Notification: Responding to customer cases timely and effectively is critical to the success of your growing business. To meet and exceed customer expectations you need to track and measure how quickly you are reacting to customer issues and also escalate to higher levels of support and management on cases that are not resolved in a timely manner. LuitBiz CRM ensures that this aspect of your business is handled effectively.

Support Tips Management: LuitBiz CRM allows you to manage a searchable knowledge base of troubleshooting tips of all your products. Armed with this database of answers, your support team can now respond faster to customer issues and provide them access to this information and ramp up more quickly on new issues. This way you can support more customers with less number of costly resources.

Online Customer Portal: LuitBiz CRM's customer portal interface provides your customers with 24/7 access to their complete purchase history and support issues. The Customer Portal also allows them to submit issues, track progress of submitted issues.

Support History: LuitBiz CRM provides you complete support history you have provided to your customers. This information is very useful in billing your customers as well as in managing a database of the support provided by your team.

Reports:

The custom reports of LuitBiz CRM presents a quick snapshot of the health of your sales, marketing and support processes thereby helping you to make the right decision at the right time and increase productivity.

Sales, Marketing & Support Reports: The sales, marketing and support reports of LuitBiz CRM help you in achieving a more comprehensive view of your company, customers, and competition. You can analyze and react to changing market conditions faster than ever without having to shift through vast amounts of business data to make the right decision at the right time.

LuitBiz Contacts:

The success to your business is to empower your employees with tools that can help them increase their efficiency and productivity. LuitBiz CRM provides powerful productivity tools that lets users manage their contacts and activities effectively, all of which helps business processes flow more smoothly. With LuitBiz Contacts users can keep track of all your business contacts in one database and store unlimited notes about conversations you have with contacts.. LuitBiz Contacts provides alarms for upcoming events so you don't let anything slip through the cracks. LuitBiz Contacts can help you make more productive use of your time, keeping you focused on the day-to-day activities and responsibilities that build your client base and move each transaction along. LuitBiz Contacts comes free with LuitBiz CRM Sales, Marketing and Support Modules or can be purchased separately.



Business Benefits Of LuitBiz CRM

LuitBiz CRM gives your business gain an edge over your competitors by:

Helping you access your customer data from anywhere anytime and via any device. This way your sales reps are connected to your customers 24x7

Helping you develop better relationships with your customers that leads to increased sales through better timing by anticipating needs based on historic trends

Helping you to cross-sell your other products by highlighting and suggesting alternatives or enhancements

Helping you to identify which of your customers are profitable and which are not

Helping you market your products or services better by focusing on effective targeted marketing communications aimed specifically at customer needs

Helping you gain enhanced customer satisfaction and retention, ensuring that your good reputation in the marketplace continues to grow

Helping you to get 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

Try LuitBiz For FREE
Click Here

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