

Operasoft & Rogers: the operation is launched

Operasoft is focused on Customer Relationship Management (CRM). With our solutions, you gain a comprehensive view of your customers to help build your brand, develop customer loyalty, and grow profitable customer relationships. Our solutions directly improve your bottom line.

Being successful at customer relationship management requires strong sales, marketing, and customer service professionals who are equipped with the right technology to make them efficient and productive. That's why we've joined Rogers as a certified partner to implement Rogers Mobile CRM - to provide you with access to your CRM where and when you need it.

WHY CHOOSE OPERASOFT?

- We are a certified by Rogers to sell and implement Rogers Mobile CRM. More importantly, we partner with Rogers to provide you the service you need when purchasing and implementing a new tool.
- Our specialization in the Microsoft Dynamics CRM platform gives us the breadth and depth of knowledge on the product and third-party add on tools to give you the most benefit from your investment.
- Our implementation experience ranges from businesses with 5 users to businesses with 500+ users. We understand the customer relationship management challenges of businesses of all sizes.
- All of our CRM consultants have earned the Microsoft Certified Business Management Solutions Professional credentials. This is the highest level of Microsoft Dynamics CRM certification available.
- We understand the organizational change inherent in a software implementation. We have successfully guided companies through this change in a manner that guarantees their adoption.



MOBILE CRM IMPLEMENTATION QUICK START PROGRAM

Our quick start program has three levels designed to serve you at the level you like. Your sales representative will be happy to assist you in deciding which level is right for you and your team, or discuss custom services to meet your needs.

BRONZE: Includes product set up, basic customizations, and end-user training

SILVER: Includes BRONZE services plus additional entity customizations, Blackberry MDS server configuration, and additional training

GOLD: Includes SILVER services plus additional customization time and customized training

Customer service

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ROGERS CRM IMPLEMENTATION QUICK START PROGRAM LEVELS

	Bronze	Silver	Gold
Project Planning			
Project Planning/Project Kick-Off Call	●	●	●
Customized implementation plan	●	●	●
Statement of Work including deliverables	●	●	●
Dedicated Implementation Manager	●	●	●
Setup and Configuration			
Remote Installation and Server Configuration Session (2 hours)	●	●	●
Configure Base Forms & Views: Account, Contact, Activity, and Phone Call (based on CRM Layout)	●	●	●
Configure Sales Forms & Views: Lead & Opportunity (based on CRM Layout)	●	●	●
Configure Service Form & View: Case (based on CRM Layout)	●	●	●
Blackberry MDS Server Configuration		●	●
Customize Mobile Forms and Views based on user requirements (hours included)		3	6
Configure Additional Entities		3	6
Training			
Training Overview	●	●	●
End User Training Session (2 hours)	●	●	●
Multiple Mobile Device platforms (iPhone/Blackberry/Windows Mobile)		●	●
Administrator/Power User Training (2 hours)		●	●
Custom Training Session (2 hours)			●

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CONTACT US TO LEARN MORE

Operasoft is a Customer Relationship Management partner, ready to consult with you on your business's needs. To learn more about [who we are](#) and [what we do](#), call us at (450) 241-6262 or visit us at: www.operasoft.ca