



Customer Relationship Management Solution

Feature Profile V01



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Solution Overview

The solution focuses on producing more productive and organized sales team and keep a track on their activity associated with customer relations.

Solution starts with general profiling of the prospects and keeping a record of sales team's interaction with the prospect. To organize the sales team, application provides an in-built appointment management which would help manage the team's time efficiently.

As a sales team leader you are always under the control of the team's activity which can be analyzed further to see the productivity of a team. The solution also implements a generic inquiry and quotation tracking solution for enterprises who wish to track multiple inquiries either for goods or services given by a prospect.

The solution also helps you classify the prospects/customers multiple category and classification for strategic management purposes.

This solution is best experienced when used in conjunction with JBM's core business management modules.

The solution also features an optional mobile extension to get the sales team connected to the office when they are on the field. The APP extension provides GPS capabilities to keep track of the sales person's movements and also enables real time report updates.

Feature List

The CRM module offers the following features:

Master	CRM Activities	Reports
<ul style="list-style-type: none"> • Customer Profile • Customer Extended Profile • Meeting Type Master • Customer Classification • Call Result Master 	<ul style="list-style-type: none"> • My Appointments • My Meeting Reports • Participant MOM Updates • Customer Dashboard 	<ul style="list-style-type: none"> • Call Plan Analysis • Call Analysis Dashboard • Not Fulfilled Appointments • Inactive Customer Report • Global Customer Search
JBM Mobile App (CRM)		
<ul style="list-style-type: none"> • Customer Profile • Meeting Report • My Appointments • GPS Tracking 		

Jupiter Business Manager (JBM)

Jupiter Business Manager (JBM) is a suite of business management solution which caters to various business verticals and business functions. Proven and matured since 2006 across Middle East, India and now in Africa.

















The solution is developed in **MICROSOFT TECHNOLOGY** and has both windows desktop (selected modules) and web based editions. Keeping up with the current trends, the solution is being offered as both hosted cloud based services model and also, as a traditional perpetual licensing model.

Thanks to the contribution of our valuable customers and our desire to excel and deliver quality process, JBM offers rich features which has helped our customers to achieve their business goals. JBM specializes in lowering the time and cost associated with making the solution live, and also lowering the total cost of ownership. Transition to JBM platform is an effortless and smooth process.

JBM has assisted many businesses to lower their cost of operations, and increase the topline by being under control of all the key business processes all the time.

The solution in general offers rich features which is required for day to day operations of our customers and also ensures total horizontal and vertical scalability. Our support team not only renders technical support, but also provides a business consulting support for organizations who are either startup or when users are inexperienced.

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 Multi Company	 Secure Access	 e Docs	 Cloud based
 Multi Currency	 Modular	 Mobile Access	 Windows Desk
 Multi Geography	 Work-flow	 Reporting	 E-Mail Integration
 TAX Ready	 Partner portal	 Alert Manager	 SMS Integration

Jupiter Business Manager (JBM), is in a continuous process of development. We currently have the following set of modules as part of our business automation suite. The solution is being used by many customers since 2006 in many countries.

Jupiter Business Manager (JBM)'s Module Overview		
Total Logistics	Shipping & Sea Freight	General Business Process
01. Intl. Freight Forwarding 02. Air Freight Operation 03. LCL Consolidation Operations 04. 3PL Warehouse Management 05. Road Transport Management 06. Container Trailer Transportation 07. Container Trading	01. Liner Agency Management 02. NVO Liner Management 03. Ocean Liner Management 04. Shipping Agency Management	01. Financial Accounting 02. HR & Payroll Management 03. Fixed Asset Management 04. CRM & Sales Force Automation 05. Service Desk Management
Supply Chain Management	Insurance	Contracting & Engineering
01. Inventory & Trading 02. Order Management 03. Warehousing & Distribution	01. Insurance Broking 02. Health Insurance Management	01. Engineering Consulting 02. Contracting & Project