



**Ness Technologies**, owned by American investment company The Rohatyn Group, is a global partner in the field of business processes and technologies. We are specializing in software products and applications development, system integration, consulting and software distribution. The provided services are built on long-established and proven competencies, including the outsourcing offering, nearshore and offshore deliveries. Ness Technologies helps customers in more than 20 countries to fulfill their business and technological goals. Around 5,000 experts in offices in North America, Europe and India, and almost 500 in Prague, Brno and Ostrava, combine the advantages of global know-how and local knowledge. The company belongs to the leaders in business and IT services on the Czech market. More on [www.ness.com](http://www.ness.com)



# Ness Technologies



## Main Offices

- Czech Republic** Prague
- Brno
- Ostrava
- Slovakia** Bratislava
- Košice
- Hungary** Budapest
- Romania** Bucharest
- Iasi
- Macedonia** Skopje
- Germany** Munich
- United Kingdom** Maidenhead
- Israel** Tel-Aviv
- India** Bangalore
- Hyderabad
- Mumbai
- Singapore** Singapore
- Canada** Ontario
- United States** Teaneck
- San Jose
- Canonsburg

**Ness Technologies**

[www.ness.com](http://www.ness.com)

Ness Technologies – CRM Solutions

**Customer in the center of your business**





# CRM – More Efficient Customer Relationship Management

We offer a complete implementation – analysis, solution specification, development, testing, project management and follow-up support – maintenance and further development

## Take advantage of our CRM power and the benefits of Ness as a supplier

- A leading team of certified experts
- Market leader in CRM for financial institutions
- The largest number of successful CRM implementations in the Czech Republic
- Extended functionality beyond standard CRM solutions
- As an independent HW and SW integrator we cooperate with various technological leaders

Ness Technologies is one of the largest implementing partners of Microsoft Dynamics CRM and has **the highest number of implemented projects** in the Czech Republic. Our experts have repeatedly proven their experience and the advantages of CRM solutions, which always means clear and measurable benefits for our customers and support of their business objectives. A high-quality picture of its customers is crucial for the success of any company today.

**Solutions tailored to your needs Public Administration** – immediately available solutions that are developed according to your needs, save costs and increase transparency Sales – benefit from solutions for cooperating and interconnected sales team.

**Retail** – sell where, how and when your customers want to shop

**Marketing** – be innovative with automated marketing processes and efficient analysis

**Services** – manage your client's projects with elegance

**Customer Care** – arm your team with with the best information and tools and surpass your customers' expectations

**Manufacturing** – use powerful and flexible solutions that integrate process and unit production

**Utility** – energy providers and their service companies, partners – energy dealers. In this field we are a strategic partner with knowledge of business processes and experience in a number of projects (SAP).

**Finance** – banks and their subsidiaries, insurance companies, leasing, pension funds, brokers, building societies. Ness is the market leader in this field.



## CRM Ness references

- Finance – corporate banking**  
**ČSOB, a.s., ČSOB SK a.s., PF České spořitelny, a.s., PF Komerční banky, a.s. PF Stabilita ČSOB, a.s.**
- ČSOB (KBC)**  
*"The advantage is in the direct interface with the regular office applications without the need for any additional log-in, and the quite high degree of user-friendliness."*
- Martin Pěchouček, Distribution and Corporate Client Coordination Manager
- PFČS (Erste Group)**  
*"Ness has demonstrated that it is indeed a company with a team of professionals who not only fulfilled our ideas about the operation of CRM in our company but went on to develop those ideas."*
- Finance – retail banking**  
**ING Management Service, s.r.o.**  
 – Centralised view of client data by consolidating data from multiple systems  
 – CRM interfacing with the internet banking functionality
- Finance – sales channels**  
**Pojišťovna České spořitelny (Vienna Insurance Group)**  
 – Management of the cooperation with business partners  
 – Integration with the document management system and the telephone exchange
- Reporting**  
**Dynamics CRM Implementation**  
**UniCredit Leasing CZ, a.s.**  
 – functional and technical analysis  
 – development and deployment  
 – integration into internal and external systems
- Telecommunications**  
**2N TELEKOMUNIKACE a.s., Callax Telecom Holding GmbH, Vodafone Czech Republic a.s., Warid Telecom International**  
 – Contact management, sales, marketing, services  
 – Phone Agent – interfacing with the telephone exchange

## Choose the Delivery Method

- Independent consultant, supervision over the delivery of the solution
- Comprehensive fix-time-fix-price implementation
- Bodyshop
- Consulting and partial deliveries under an open order
- Partial deliveries
- Form of service in cloud

+ additional tailor-made solutions and services (Campaign Management, telephone connection, access via mobile devices...)

Interfacing with other systems – proprietary solutions for integration with DMS, ERP, and BI

Connection with external databases

BI extension – very interesting solutions for medium-sized enterprises



- Customer data sharing between the existing ERP system and CRM (developed by Ness)
- Fast and easy import of data from business cards into CRM
- Contact centre Czech Television**  
 – Unification of the customer data administration and reduction of the cost thereof  
 – Reduced costs and increased customer satisfaction through more efficient claim procedures
- Increased customer satisfaction through faster and more accurate responses to their queries and requirements
- Improved cost/profit ratio of the service centre
- Knowledge base administration
- Interfacing with the telephone exchange – caller identification, direct dialling from CRM
- Tourism CK Fisher, a.s.**  
 – Increased sales of holidays as a result of customer identification and classification and use of customer knowledge  
 – More accurate purchasing of residential and transport capacities through analysing more accurate data  
 – Integration with the travel agency's booking system
- Higher yield of marketing events
- "The FISCHER travel agency conducts sales through its own branches, franchises, and using a network of partners. The customer relationship management system implemented by Ness opens up new opportunities for us in working with the client information both during sales by our branches and in the call centre."*
- Petr Švarc, Sales Director