eLite

Business Automation
Powered by Microsoft Dynamics 365

eLite BAM for all your **Business Services**

Business automation with an efficient, secure and robust tool is the key requirement of each organization in the competitive environment. Our product eLite BAM (a lightweight business automation suite) does not intend to go into explaining all of them. Our focus is the key to an efficient CRM package that provides a tight integration between modules to help organisations go online as early as possible .

Our product is designed specifically for organizations engaged in various activities to enhance upon their processes and is majorly a industry agnostic platform that is built on Microsoft Dynamics 365 providing easy to use, scalable, secure and flexible system for all types of users.

Customer
Engagement

Interactive 3D
Dashboards and Reports

Social Media
Engagement

Empower
Employees

Customer's delight is the ultimate goal for any business, traditional softwares are quickly evolving to become more holistic and nurturing. Working on the Principles of Customer Relationship Management, elite BAM combines CRM with ERP Capabilities for better administration and management.

Turn Your Business Vision into Reality

You have worked hard to build a vision for your business. With eLite BAM, turn that vision into reality with control and visibility into what's going on in your business. Today, more than 300,000 Customers are Using Microsoft Dynamics 365 in 42 Countries to Drive Business Success and for staying ahead of the competition.

Enterprise
Customer Information

Sales
Management

Procurement &
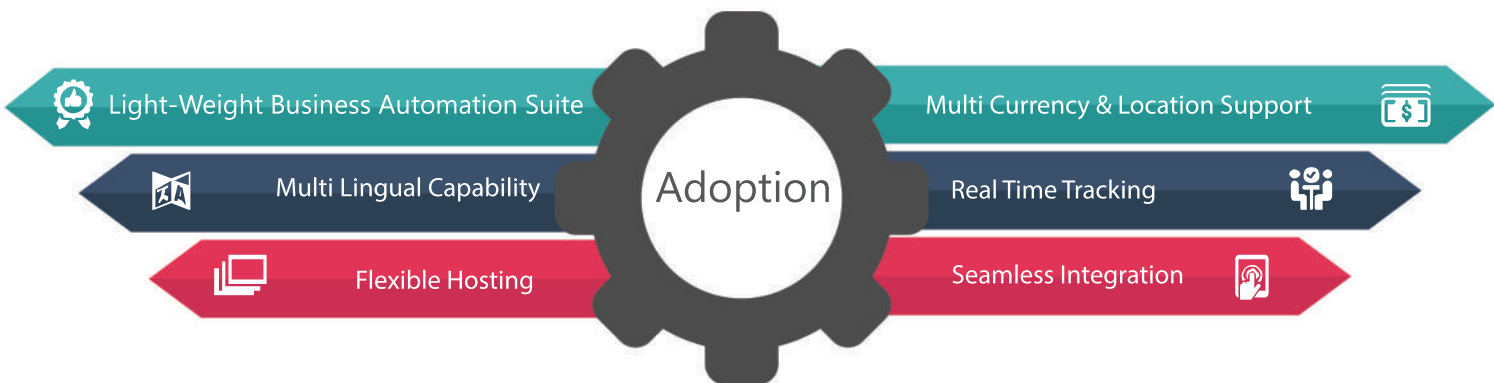**Inventory Management**

Finance
Management

Service
Management

Human
Resource Management

Marketing &
Event Management

Project
Management

Light-Weight Business Automation Suite

Multi Currency & Location Support

Multi Lingual Capability

Real Time Tracking

Flexible Hosting

Seamless Integration

Adoption

To find out more visit www.elite-bam.com

Enterprise Customer Information

Enterprise Customer Information module supports your customer acquisition team throughout the various stages of customer lifecycle and help them to collect, analyze, and store important data to understand consumer's nature and preferences. This module supports enterprise view of customers across multiple host systems and helps in supporting your clients ant any time. Deliver the customized, consistent service to clients over their choice of medium and channels including social media.

> Get powerful & quick insights about accounts or contacts by having a 360^0 view of the customer
> Never miss a chance at any information regarding contacts to ensure maximum conversion.
> Access all of the account and contact data you need to keep deals moving, from anywhere.
> Attract new audiences and reinforce relationships with the ones you already have using Social Media Engagement.
> Personalize interactions with contacts and manage them better by providing users access to the customer's portfolio from anywhere and at anytime.

Sales Management

eLite BAM's sales management module helps your team extract, analyze, and store important data related to customer preferences and buying behavior, with an aim to ensure optimal sales delivery and customer satisfaction. Improve sales performance with automated and configurable application processing that help sales professionals find and retrieve vital information quickly and easily. eLite supports sales cycle from first contact creation to final sale, allowing sales teams to effectively analyse, manage and target new as well as existing customers aggressively

> Provide complete insights into leads history to your sales professional for better understanding on their behavior
> Gain access to social content for understanding what contacts are saying about your products or services.
> Easily convert a lead to an opportunity in just a single click and shorten the quote, order and invoice to delivery timeframe for better customer experience.
> Guide sales agents through qualification conversions, organized business process tray mentioning next steps to follow for faster closures.

Procurement & Inventory Management

Optimized inventory and procurement ensures stable financial health of an organization. Inventory & Procurement management helps you maintain improved inventory position and procurement requirement by performing real time checks. Integrated with Vendor portal for complete automation of procurement processes, manage your Inventory needs by finding and retrieving vital information quickly and easily. Maintain purchase requisition requests and end to end order management processess ensuring best-in-class business practise.

> Keep track of all the products you have available or on order and save yourself from the hassle of doing inventory recounts to make sure your records are accurate.
> Raise purchase requisition requests, quotes, orders, manage invoices, product management and complete price list management
> Coordinate your supplies at each location depending on difference in demand and other factors
> Optimize your warehouse setup by putting in-demand products close together and in easily accessible places and speed up the picking, packing and shipping processes.

Finance Management

Finance management encompasses core functions of finance and accounting including general ledger, journal ledger, reconciliation, TDS calculations etc. to help organizations address all your accounting and reporting needs. eLite BAM's finance management module bundles a wide spectrum of tools to help avoid human errors in all aspects of accounting and automates the entire finance management process, reducing the human effort and hours required to prepare and maintain financial records. You can access complete insights of transaction history, streamline chart of accounts and capture all your commercial transactions effectively.

> Every transaction held in system will be recorded in your framework and posting to their respective ledgers automatically
> Manage all payments across your entire business with a single settlement engine and maintain your balance sheet accordingly
> Maintain all entries of assets, liability, equity, revenue and expense based on accounts created in chart of accounts
> Reporting has always been a backbone of accounting systems and eLite BAM provides an easy interface for you to generate all the critical reports including profit & loss, stock valuation etc.

Service Management

Service management module helps and supports in retaining your customer and provide incomparable customer service experience. If you are a service or a product based company, you certainly need a CRM platform that can handle the stress of managing customer relations at the top level. Empower your organization with information to build and support long-term customer satisfaction and loyalty. With fast access to service requests, call and history of interactions, knowledge base articles, agent will have complete data at their fingertips. the system also provides escalation mechanism through which the issue is escalated to the maximum defined level if not resolved within the set SLA's.

> Reduce the cost of service and support workload by providing a consistent experience to users.
> keep a close track & manage resources and resources groups aligned to the service of the customers to ensure timely maintenance.
> Helps in personalizing your responses and initiate one-to-one interaction for faster resolution of complaints or queries to boost customer satisfaction, engagement and retention.
> Integrated with social media platforms like Facebook, Twitter etc. helps to gather data and information about each potential customer.
> Sort out and distribute content effortlessly permitting your clients and service team to rapidly find the data they require to boost customer satisfaction, engagement and retention.

Human Resource Management

Human Resource Management module addresses the challenges of a employee lifecycle. Starting from recruitment to training & development, appraisal to payroll, reimbursements, the HR functions interfaces with a host of complex workflows and business processes. It is a complete solution for any sized company which provides an end-to-end solution that offers incentive compensation, expense reporting, leaves management, travels, all built into an employee self-service portal for complete integrated solution.

> Make a good impression on your new hire by reducing the manual effort of HR during On-boarding and Exit process
> Manage all your HR administrative actions from a central location.
> Open, transparent and interactive self-service portal helps in social engagement of employees and positive recommendations.
> Integration with Timesheet management and eliminate errors in payroll process and evaluate calculations quicker like tax, sick pay and others.
> Easy accessibility for employees from anywhere and anytime & reduced workload for HR in handling queries.

Marketing & Event Management

Marketing & Event Management module acts as a catalyst for SMBs as well as large enterprises which ensures tracking of new leads and various marketing strategies effectively. It helps in planning and making informed decisions at the right time. Take control of your marketing activities by automating and tracking them closely. With this module, track right customer at the right time, eliminate paper work, reduce costs and time, improve campaign management, schedule marketing activities and optimally utilize your marketing resources, faster and easier response tracking.

> Helps your organization grow while providing an easy way to leverage your marketing efforts and gain greater visibility.
> Helps your marketing team to assign, schedule, and track marketing campaign activities and measure campaign performance.
> Qualify leads, track campaign responses and insights, calculate ROI, create activities, and send email blasts to the customers in a particular Marketing List.
> Business owner can plan an efficient marketing campaign and track its status at any interval of time which can benefit your organization immensely by saving you time and money across all your marketing efforts.
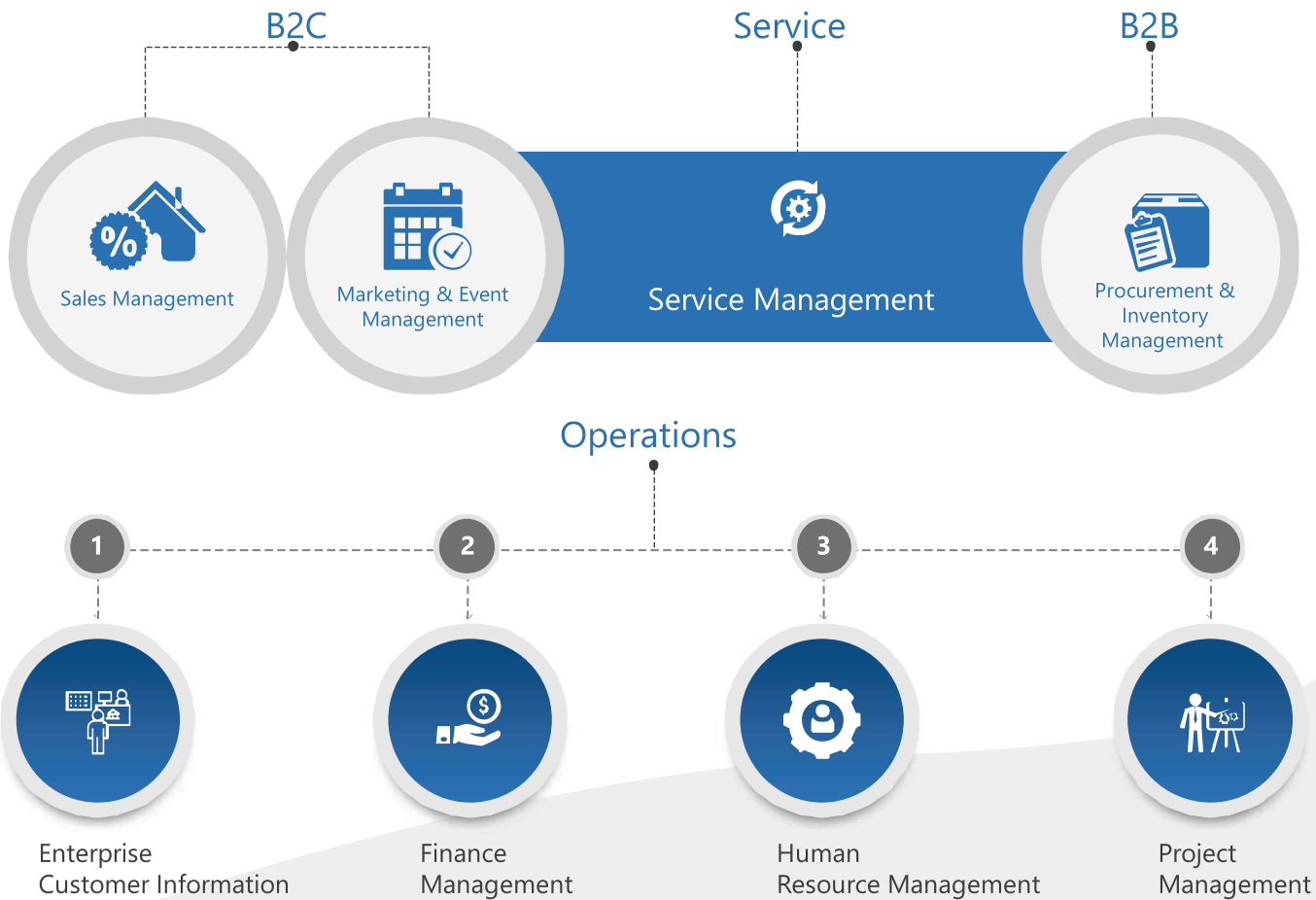
Project Management

eLite BAM project management module includes several tools to support your project management team during all stages of a project lifecycle. The module is designed to perform all key tasks, such as defining scope and cost, resource allocation and planning, and generating performance reports to help minimize wastage of resources and ensure compliance with stipulated timelines. It helps project managers and other team members to maintain and manage all sorts of project-related info, such as project schedules, plans, status reports, thereby playing an instrumental role in identifying and resolving potential discrepancies.

> Monitor the status of your project every now and then and accordingly distribute work to team members as per requirement.
> Resource handling and management in an efficient manner can be done using Project Management module in eLite BAM where you can keep track of every project and individuals.
> Accessibility from anywhere is necessary, your team might need access to information whether in the office, on the road or on the jobsite and this enhances communication between your staff.
> Check the status of your projects you are managing and collaborate with team members by sharing documents.

Business Automation Modules

B2C
Service
B2B

Sales Management
Marketing & Event Management
Service Management
Procurement & Inventory Management

Operations

1 — Enterprise Customer Information

2 — Finance Management

3 — Human Resource Management

4 — Project Management

How We Can Help With Your Transformation?

Walk Through	Gaps Fulfillment	Training	Go Live	Support
We take time to understand your processes and then tailor a solution for you	Our team works around the clock to ensure system is as per your expectation	We offer classroom based training approach to get you acquainted to the system	Easy deployment as per your comfort for significant return on your investment	We are dedicated to provide with ongoing help and support for your business

About conneXRM

ConneXRM is a niche subsidiary of Apar Technologies Pte Ltd focused towards creating and maintaining products in its portfolio. This new outfit focusses completely on the products with underlying technologies as Microsoft Dynamics 365 platform and/or Java Platform. The organization is also focused on Mobility as its one of the core offerings to support the products that are being offered under its portfolio