Challenges of managing a sales network

Ensuring high quality of customer service processes and sales network support

Quick and coherent communication between the back office and the sales teams

A multitude of systems supporting various business fields and processes

Carrying out and monitoring the activities increasing the sales effectiveness and potential

Quick acquisition of valuable partners for executing the sales plan

Development of diverse sales models for internal and external sales
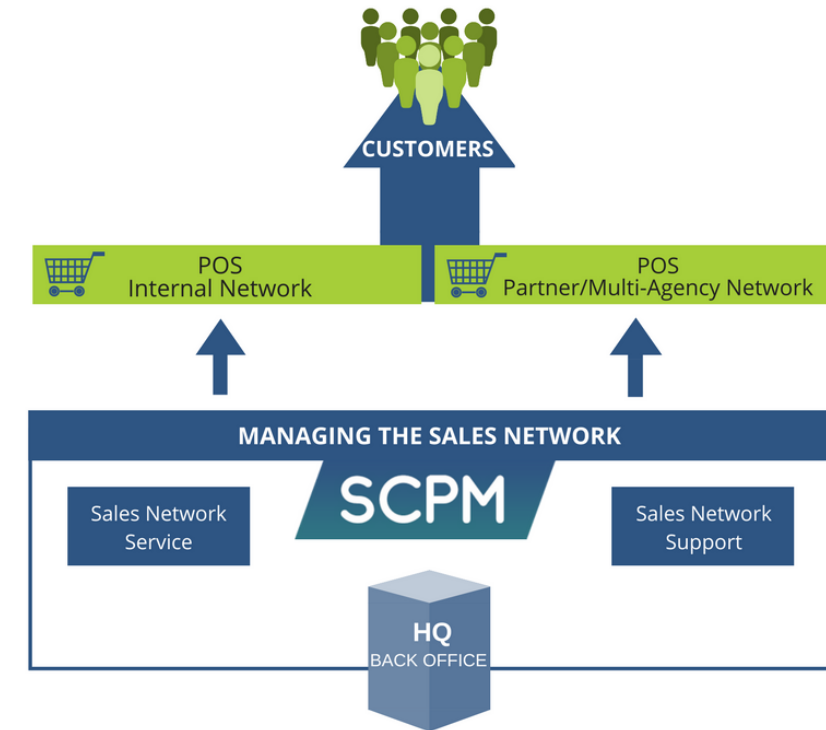
What is Netwise PRM?

The goal of Netwise PRM is to support back office in communication, servicing and development of sales networks.

The solution is applicable to any organization where a CRM system is already deployed, and it functions together with it.

Among the potential customers are the companies operating mainly on the B2C market that have their own or partner / multi-agency dispersed sales networks.

Netwise PRM is based on Microsoft Dynamics 365, Microsoft Office 365, and Microsoft Azure.

Netwise PRM provides functionalities dedicated to handling processes among the sales networks coordinators, back office, and the employees working in sales networks.

Netwise PRM Key Features

Partner / POS 360° View
Information about Partners, POS, KPI
History of cooperation
Implemented actions

Carrying out Visits / Audits
Planning and carrying out visits
Visits reports

Interactions Communication
Automation of communication with POS, Partners, and sales network employees
Carrying out actions and interactions

Potential management
Analysis of the potential on the base of audits, scoring, KPI
Planning and coordination of 'next best actions'

KPIs
Monitoring the progress – KPI visualization
Monitoring the goals of the network and the back office

Surveys
Collecting the needs and data
Evaluation of employees' competencies
Evaluation of POS condition and visualization

Gamification Sales contests
Database of contests
Contests authorization process Appraisal of contests

Knowledge base and management
Repository of documents
Templates
Database of current and archival documents

Request handling Case management
Request handling (e.g. changing the data, authorization, cooperation conditions, training planning)
Automatic case handling

Reporting
Network and back office efficiency analysis
Managing and operational dashboards
Power BI

Portal for POS employees
Self-care for the sales network employees and partners
Automation of communication and processes

Integration with other systems
Integration with other systems operated by the back office / sales network employees
Potential systems for integration: ERP, CRM, Billing, SB, BPMS

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Netwise PRM Key Benefits

Increase of sales network value and KPIs	Reduced cost of process handling	Shorter time-to-market of process changes	Smaller cost of system development
The solution provides current information about the potential offered by cooperation. Identification of areas to be perfected allows for planning and carrying out tailor-made NBAs and solutions that would increase the sales network profitability and quality	**The solutions shortens the time of information flows. History of cooperation is available in one place.** The cooperation between the sales network, coordinators and back office is automated. The systems enables elimination of the circulation of paper document.	**Utilizing Dynamics 365 platform workflow components: Business Process Flow, Flow and Sharepoint allows for a flexible modification of process flows.** The processes available in the solution have a visual form and indicate the next required steps and the criteria for passing to the next phase.	**The implemented functionalities are modified in one application – Dynamics 365.** Changes in the system are carried out by business administrators / Power Users at the customer's side. The platform is flexible and allows for click&drop customizations.

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Netwise PRM – Partner Digital Journey

Plan for new partner location

Identify and win new partners

Onboard your partners

Define Goals / KPIs

Gain 360 visibility of your partners

Communicate via Portal

Exchange Knowledge & Documents via portal

Provide BI and analytics

Handle Partner Requests

Contact with support users

Plan visits & site audits

Monitor Sales results

Increase Engagement with gamification

Analyze KPIs

Identify growth potential

Digital Hotspots

Acquiring and Authorizing a Partner

- Identification of areas / locations / development of the network
- Acquiring new partners / setting up new affiliates
- Authorization and onboarding process

Management of Partner Branches

- View 360 branch / partner
- Managing and monitoring sales performance
- Portal for employees and partners Interactive reports / management cockpits
- Handling of requests / visits / audits

Increasing network potential

- Creation and competitions
- Analysis of KPI / scoring
- Identification of partners with high growth potential
- Integration with IT systems

Contact us

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