

ConSol Products

***Tasks and demands are increasing,
resources stay the same.
Maximize your service tempo!***

ConSol[☼] CM unleashes your personnel resources' power. The web based software ConSol[☼] CM has helped companies and public agencies steer and manage all types of processes.

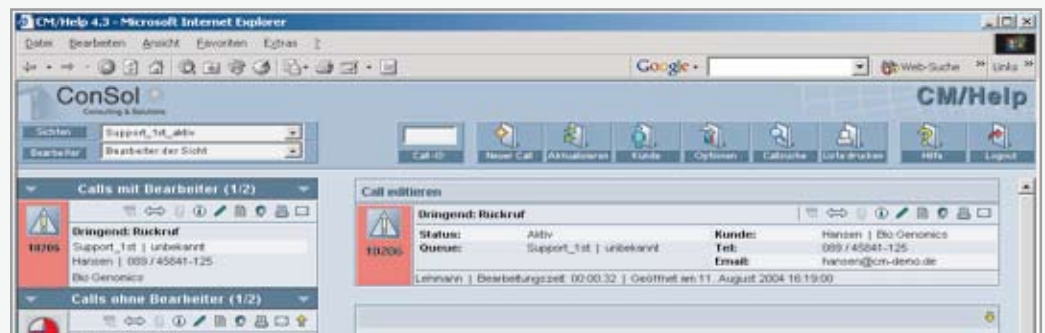
Over 200 customers use standard ConSol[☼] CM systems for:

- **Helpdesk and Support**
- **Task and Workflow Management**
- **Complaint Management**
- **Lead Management**

ConSol[☼] CM customers expect a system that helps them easily implement corporate communication processes.

ConSol[☼] CM quality is evident when customers and users get better results - faster.

ConSol[☼] CM profitability is demonstrated by increased customer satisfaction and measurable gains in efficiency.



Helpdesk and Support

Your hotline is overloaded; handling times are long. Demands are rising; budgets decreasing. How transparent are your costs and services? Is there potential for optimization?

The following ConSol[®] CM features provide clarity:

- Graphic workflow editor
- User-friendly web clients
- Real-time reports

New support processes (e.g. ITIL) are available at the press of a button, results immediately measurable and costs thus controllable. Rapid, correct provision of information generates a high degree of satisfaction for all involved.

Example: internal IT support for a health insurance provider

Our customer

is one of Germany's largest health insurance providers and needed its central service center to handle support requests from over 50 branch offices.

ConSol[®] CM

is the user helpdesk's central tool. All incoming requests are recorded and handled throughout various service levels with the CM/Web Client. The process is transparent to all parties.

Results

increased efficiency and system flexibility have convinced our customer to introduce ConSol[®] CM in its Complaint Management system.

Task and Workflow Management

Piles of handwritten notes and long administration processes produce dissatisfaction. But how can a public administration be more effective?

ConSol[®] CM ensures transparent task management by creating a perfect overview of workflows - with the CM/Workflow Editor.

Deadlines, responsibilities and appointments are defined in order to get results. The CM/Web Client's simple user guidance system and easy method of transferring tasks, even in complex processes, create high user acceptance.

Example: eGovernment

Our customer

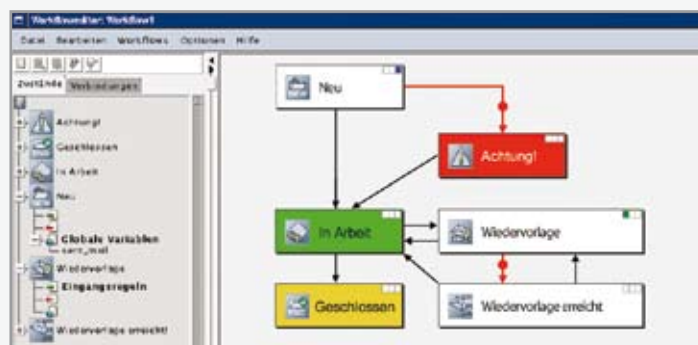
is a progressive public administration. Citizen requests and applications must be handled promptly.

ConSol[®] CM

maps the request and application process. In addition, processes requiring interdepartmental handling are accelerated by clear task assignment and handovers.

Results

despite increasing demands and numbers of applications, administration employees react rapidly and are customer- and results-oriented. At the same



Complaint Management

Didn't your customer already complain about the problem? Complaints often escalate in the wrong direction.

Customers expressing dissatisfaction must be taken very seriously. ConSol* CM and its CM/Workflow Engine ensure seamless complaint documentation and manage both the type of reaction as well as the reaction process.

ConSol* CM provides

- A Complaint Management system that can be immediately introduced
- Clear reports on frequency and causes
- Interfaces to ERP and CRM systems

The result: you control the escalation - not the customer. At the same time operating figures provide continuous quality improvement.

Example: Complaint Management

Our customer

is a logistics service provider operating throughout Europe. Complaint management was introduced to increase customer satisfaction and pinpoint weaknesses.

ConSol* CM

is used to handle incoming complaints. It immediately forwards these via web to the right contact person in Europe, with complete transparency.

Results

decisions and times have been greatly shortened. Central reporting is the basis for further optimization of service and costs.

Lead Management

Lead generation is expensive. How can you measure the success of a campaign and ensure that leads are optimally handled by the sales department?

Pass your leads on - but maintain the overview:

ConSol* CM provides the appropriate leads to your sales department or partners online; flexible workflows ensure uniform, complete handling. And automatic status reports guarantee effective pursuit.

Results: you always know which leads are where and what their status is. You can check which campaign via which sales channel was successful. Anytime, with no ifs, ands, or buts from sales.

Example: lead distribution and reseller control

Our customer

is a European Telco corporation which provides leads to over 200 resellers and partners. The corporation wants to control the processing and report quickly.

ConSol* CM


is the web-based solution used to distribute contacts to partners. Automatic escalations made by the CM/Workflow Engine ensure an overview of individual processes and groups.

Results

Partners can be centrally controlled, customers more reliably served. ConSol* CM lets you see immediately which partners work effectively, increasing the quality of your dealer network step by step. Lead management for customers is operated as an ASP solution in the ConSol* computing center.

ConSol CM – Your facts.


Reference customers

ConSol  CM - software for high-quality customer service


- e.g. at AOK Bayern, Audi, Avira, Axa Assistance, Barmenia, Bayerischer Rundfunk, BMW, Daimler, EP:Netshop, Finanzagentur des Bundes, Fraunhofer, friendscout 24, Haribo, HP, Kyocera, L'Oréal, O2, Osram, Payback, Philips, RWTH Aachen, Scheidt & Bachmann, Schenker, Schufa, Siemens, Stadt München, Wacker Chemie, Washtec

Technology and system requirements


Scalability and flexibility that protect your investments

- Web client and 100% Java: location- database- and platform-independent (use in Intranet and Internet with Apache Tomcat application server / Oracle, IBM DB/2, MS SQL Server / UNIX, Linux, Windows, Mainframe)
- Open standards and interfaces, modular structure (SQL, XML, web services, Java API, JSP, IMAP, POP3, CTI, LDAP), flexible connection to existing IT systems (CRM, ERP, databases and reporting)
- ConSol  CM Workflow Editor: maps work processes using a graphic user interface; easily integrates new tasks

How do you obtain ConSol CM?

- Online demo version; on-location or online presentation
- Test installation of full version: 60 days of real operation, consulting and support
- Installation and operation at your premises or as ASP solution in the ConSol  computing center

Contacting ConSol

- ConSol  Consulting & Solutions Software GmbH
Franziskanerstraße 38, D-81669 München, Tel. +49(0)89-458 41-120
- vertrieb@consol.de, www.consol.com