

Powertrak™ Unified Channel Manager Solutions for the High Tech/Light Manufacturing Industry

Why is Powertrak Unified Channel Manager Important to You?

Accelerating collaboration between your internal sales resources and your channel and reducing the time from initial lead to closed sale is the goal. Stretched internal channel support staff and tight budgets are the reality. Unified Channel Manager matches the right employees and channel partners with customers while providing the information and expertise they need in real-time.

Powertrak Unified Channel Manager Benefits for High Tech Customers

Dramatically reduce lead qualification and allocation time

- Federate with channel partners to give them and your staff the ability to work as if you are one organization.
- With presence, your channel and internal staff have real-time knowledge of each other's availability, preferred method of communication, and current workload.
- Integrated Sharepoint portals enable consolidation of all lead, account, contact and opportunity management activities between your channel and staff, resulting in one view of the customer.

Increase sales while driving down the cost of sale through unified team selling

- With integrated unified communication features like audio video conferencing, LiveMeeting demonstrations and training sessions, high-tech companies can efficiently assist their channel in sales opportunities regardless of the location of the partner and end customer.

The Power of Choice

- Enable support staff, channel partners and customers to collaborate in real-time using the best tool for the particular situation.
- Powertrak Unified Channel Manager, with "Anywhere Access," via PC clients, browsers and mobile devices, drives individual and group productivity gains while increasing both employee and channel partner satisfaction.

Product Summary

Streamlined Case Intake

Rapid classification, auto-assignment, multi-channel handling and asset-level logging in one screen.

Mobile Device Access

To simplify case management.

Optional Project-based Time and Billing

To generate revenue and control cost.

Quick Case Entry

Optional call center integration to handle more issues with less staff.

Unlimited Role-based Case Assignment

Configurable workflow rules get issues to the right service rep at the right time.

Product Summary

Maximize Service Across Multiple Support Center Locations & Languages

Within one system for true international enterprise service.

Consolidate Incidents into a Master Case

Eliminate duplicate work and control outbound communication.

Multi-dimensional Partner, Account and Contact Level Incident Control

Show where incidents are coming from and help you allocate resources.

Enterprise Activity and Solution Rollup

From child incidents to parent businesses and locations for easy resolution.

Integrated to CRM, ERP, Field Service

Linked to all CRM functions and ERP systems to avoid duplication, improve account management and shorten service cycles.

Full Web Partner/Customer Self-help

Both partners and customers can manage their incidents, with optional support for RMA and field service issues.

Product Details

Multiple Support Sites & Languages

- Multiple support centers can use one system, to balance load and handle multi-country or multi time-zone support.
- Powertrak can even handle multiple native language screens against one Microsoft Dynamics CRM database.

Unlimited Incidents & Issues per Case

- Pull Dynamics CRM case incidents together to save time and resolve them all at once instead of searching through a stack of incidents.
- Link and resolve multiple product issues in one master case to keep your rep's time down and eliminate multiple tracking lists.

Integrate to CRM, Field Service & More

- Sales, marketing and order handling reps can avoid getting blind-sided during calls because all CRM users can review service issues before they make contact.
- Powertrak is built using the Powertrak Application Builder and shares data with other systems, including optional interfaces to field service and ERP systems.

Optional CTI and Call Center Modules

- Whether you have 4 service reps or 4000, you can add optional Computer Telephony (CTI) to pop a caller's full customer support profile to save time.
- Add optional branched dynamic scripting and tailored intelligent entry screens to lead your reps down the solution path with less training.

Self Help for Partner & Customers

- Built to handle complex partner channels, the system can manage incidents coming from partners, from their customers and in combination, with filtered lists across all contact dimensions.
- Powertrak Portals provide status updates and full incident tracking for all types of customers to keep your call volume down.

One-stop Defect Management

- Manage defects from discovery through the full solution cycle in one system. Even link external files, schematics and other data related to these issues.
- Communicate solutions to effected customers quickly without going through endless screens.
- Powertrak keeps tabs on where the open issues are and helps your product engineers solve more problems.
- Powertrak is modifiable through the optional Powertrak Application Builder, so you can interface Service Manager to ERP, shipping and other back-office systems.

A Complete Solution

- Add Powertrak modules for specific industries or add the general modules to improve every customer-facing department, to process RMA's, provide complete Field Service and configure replacement systems on-the-fly.
- Powertrak, Microsoft Dynamics CRM and ERP solutions like Microsoft Great Plains Financials can help you round out a complete one-stop solution.