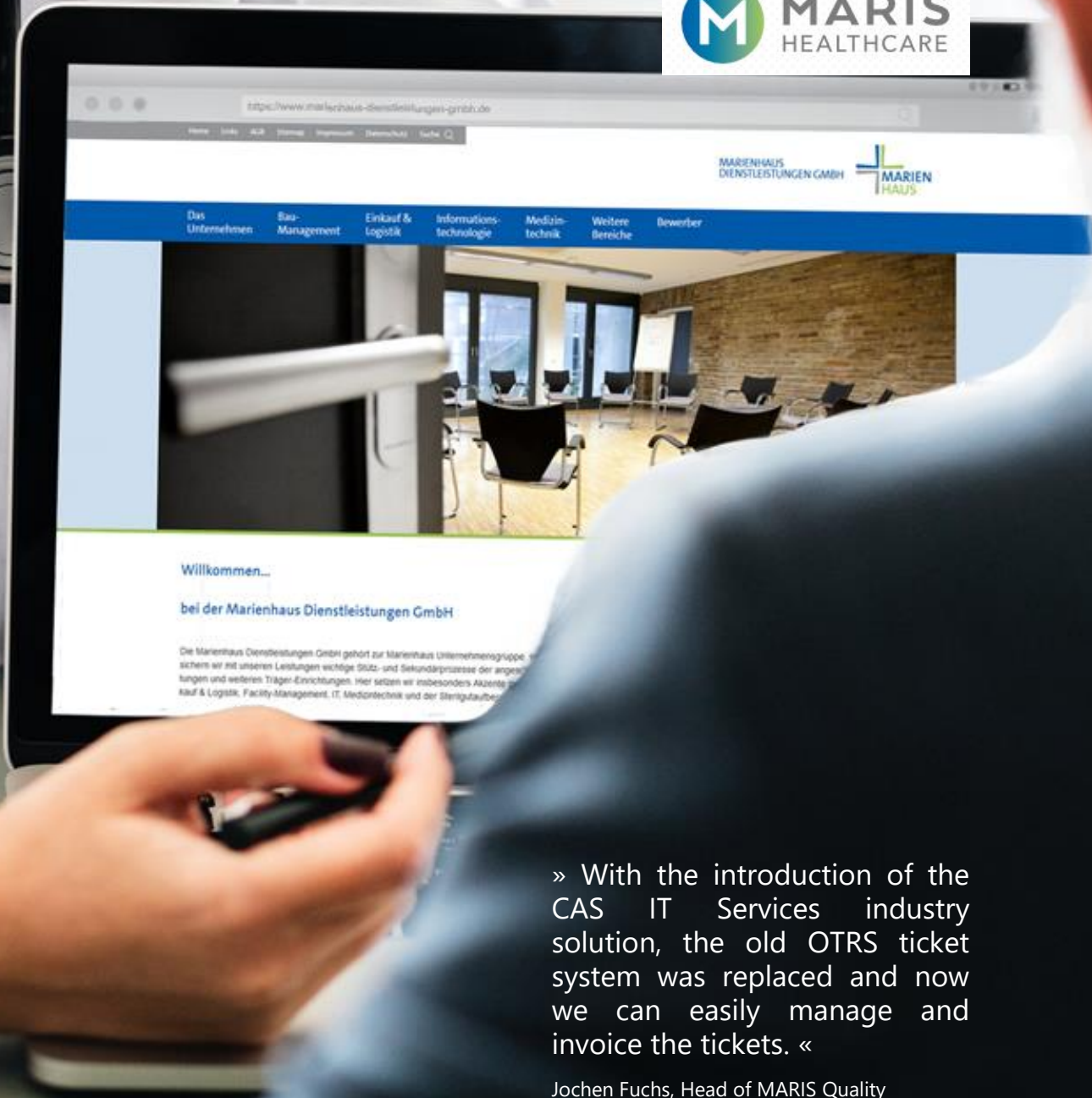


Reference



» With the introduction of the CAS IT Services industry solution, the old OTRS ticket system was replaced and now we can easily manage and invoice the tickets. «

Jochen Fuchs, Head of MARIS Quality Management/Interfaces

CAS IT Services

CRM/XRM for small and medium-sized companies





» CAS IT Services connects all work processes from product management, quotation to order processing and invoicing including license administration. The Easy Invoice module has considerably simplified and accelerated the creation of receipts. With just a few clicks, we can now generate and send follow-up receipt documents, create individual price lists and manage products including their licenses. «

Jochen Fuchs, Head of MARIS Quality Management/Interfaces



Industry sector

IT, Services

Requirements

- Simple and quick order processing including address management and flexible statistics
- Easy-to-use ticket system with time recording and data analysis
- Cross-departmental deployment in Sales, Support and Development
- Replacement of stand-alone solutions

Benefits and Advantages

- Increased transparency and support for routine work thanks to optimized, partly automated processes from product management and quotation to order processing and invoicing including license administration
- Best support due to standardized ticket workflows and processes for invoiceable services
- Well-informed decision making and accounting with individual statistical values based on different requirements with just one click
- Smart and simplified searching for receipts or other data through direct access to the digital customer dossier
- Effective planning of development projects within releases

CAS IT Services

Project data

- CAS IT Services
- Module: Easy Invoice, Form & Database Designer, Ressourcen, Report

Customer

- Marienhaus Dienstleistungen GmbH, www.maris-healthcare.de
- The MARIS HEALTHCARE business unit is part of the IT division of Marienhaus Dienstleistungen GmbH and responsible for sales, implementation and development of the MARIS software solution
- Founded in 2000, as hSp GmbH
- 24 employees

CAS genesisWorld

- Professional customer management
- Supports internal processes, increases efficiency
- Specially designed for the requirements of SMEs
- Mobile CRM solutions with CAS SmartDesign for smartphones, tablets and browsers
- Very good price-performance ratio
- Flexible, easy to integrate, extendable
- Established product – winner of several awards
- Over 200 CRM specialists provide on-site support
- Being used successfully by more than 30,000 companies

Kontakt und Beratung



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