



ORBIS ConsumerONE Dynamics 365 for Customer Engagement

CRM solution for the consumer goods industry

ORBIS CONSUMERONE
Dynamics 365 for Customer Engagement



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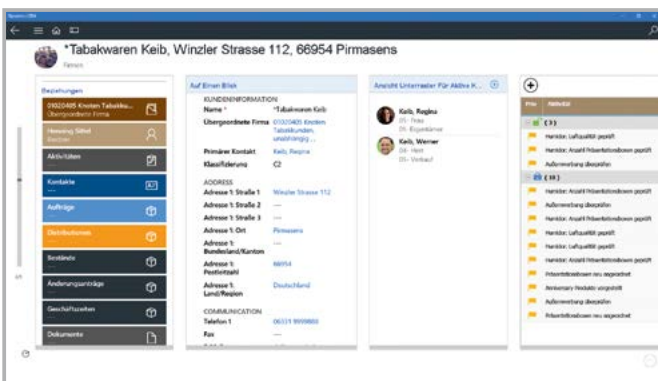
ORBIS ConsumerONE, based on Microsoft Dynamics 365, enables you to achieve swift success with a manageable budget. The standard technology from Microsoft guarantees a high level of user acceptance, minimal effort in IT maintenance and maximum investment security.

ORBIS ConsumerONE's integrated approach enables you to complete your day-to-day activities much faster and more efficiently. Whether you're dealing with automated workflow processes or tasks to be carried out centrally and activities for sales staff and involved individuals from Marketing or Administration, you can independently integrate and manage all these roles – without any need for technology-related know-how or external costs! You keep a close eye on current happenings at all times, receive reminders of future tasks and are given a complete view of customer activities.

Dashboard for the field service in Dynamics 365 – all the relevant information at a glance



Relevant information about the customer available quickly and clearly on the device



Technology and benefits

- ♦ 100% Microsoft standard technology with Office integration
- ♦ Maximum investment security thanks to Microsoft technology
- ♦ Use from Outlook, the web or a PDA without any need for additional licenses

Highlights of ORBIS ConsumerONE

- ♦ **Predefined standard processes** in the consumer goods industry for management, marketing, key account management and field service
- ♦ **Extensions that are specific to consumer goods**, such as listings, promotions, visit planning, special tasks and visit reports, surveys, order collection with default listing settings or daily reports
- ♦ **Conditions and contract management** with simulation of the annual arrangements and provisioning
- ♦ **Full analysis support** for all operational data from Microsoft Dynamics 365, SAP ERP and SAP BI
- ♦ **Sales and distribution forecasts** for managing production and requirements at different levels, to the creation of SAP production orders
- ♦ **Predefined real-time integration** between Microsoft Dynamics 365 and SAP ERP
- ♦ **Complete modules** for adopting external data for your category management operations, e.g. for sell-off data or for assortment optimization (Metro Link, REWE, Edeka, Nielsen, IRI, GfK)
- ♦ **Project terms and costs that are suitable for SMEs**

ORBIS offers everything from a single source-interconnected processes – no manufacturer can offer that!

- **Business intelligence** – more than 10,000 installations worldwide
- **Microsoft Dynamics 365** – we are one of the biggest and most successful Microsoft partners in the CRM environment in Europe
- **SAP** – we are counted among the biggest SAP partners

And most importantly: Nobody has more expertise or references in the consumer goods industry than ORBIS!

CRM for the consumer goods industry

Integrated analytics – the ORBIS Analyzer

Complete business contents from ORBIS for the Sales, Marketing and Service divisions for Microsoft Dynamics 365:

- ◆ Listing and distribution management, sales and order management
- ◆ Visit management (target, actual, turnover per visit, region, per field service, per area, etc.)
- ◆ Activities management (visit reports or messages)
- ◆ Promotion management (reaction volume, number, period, campaign, etc.)
- ◆ Rolling forecasting and planning (e.g. turnover, sales, periods, versions)
- ◆ Illustration of customer potential
- ◆ Can be expanded to include our complete SAP contents for CoPa, MM, SD, QM, LES or from Navision, SoftM, JDE and others

Value proposition

- ◆ Improved communication between everyone involved in the customer process
- ◆ Faster process times cycle when processing activities
- ◆ Holistic view of all customer-relevant information

- ◆ Efficient and guaranteed sales management due to clear decision-making viewpoints
- ◆ Increase in user acceptance due to considerably improved process reliability
- ◆ Fun factor with regard to using new tablet devices and the software developed for it
- ◆ Integration of maps for route illustration purposes, Skype or Lync for making direct calls and having telephony services with contacts
- ◆ Processes that enable ready-to-go introduction in your sales team in just 25 man days, including training
- ◆ Immediate increase in productivity due to sophisticated processes
- ◆ High level of process adaptability due to independent expansion in your company
- ◆ From operational CRM management to analytical evaluation
- ◆ Windows 10 from Microsoft or iOS from Apple – tell us what you prefer!
- ◆ iPad, Surface, Helix, Yoga, etc. – choose the device that suits you best!
- ◆ International nature of our partners: ACP (A), Everis (E, Latin America)

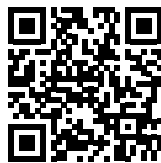
AN EXCERPT FROM SATISFIED CUSTOMERS



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Find out more



www.orbis.de/en/microsoft-by-orbis/

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