

Amdocs

Amdocs CES CRM 7.5



Solution Description

The Amdocs CES CRM 7.5 solution is the latest release of Amdocs's award winning customer relationship management suite. It offers companies powerful contact center solutions to manage and differentiate interaction with customers throughout their purchasing, service and support processes, allowing them to deliver a consistent personal customer experience, everywhere and every time.

Features & Benefits

Amdocs CES CRM 7.5 offers features and benefits to customers such as:

- Advanced CRM database compression and archiving tools to significantly reduce storage hardware costs and maximize system performance
- Automated data recovery utilities that protect customers and agents from system downtime
- Seamless, real-time user access to archived customer data to support personalized, efficient customer interactions
- Integrated data governance, regulatory compliance and other audit tools to avoid business disruption and reduce database administration

Value Proposition

The Amdocs solution optimizes business performance with faster access to information. In addition, it reduces the IT footprint for greater energy efficiency, lower costs, and effectively manages customer information over its lifetime and as part of customer care activities. By implementing the Amdocs CRM solution, companies can integrate customer information from a variety of business support systems to create a customer experience that is uniquely personal and immediately valuable.

Company Description

Amdocs is the market leader in customer experience systems innovation, enabling world-leading service providers to deliver an integrated, innovative and intentional customer experience™ at every point of service. Amdocs provides solutions that deliver customer experience excellence, combining the software, services and expertise to help its customers execute their strategies and achieve service, operational and financial excellence. A global company with revenue of \$3.16 billion in fiscal 2008, Amdocs has more than 18,000 employees and serves customers in more than 50 countries around the world.

IBM Segment

- Data Management

Business Function

- Customer Relationship Management

Target Industry

- Cross Industry

For more information, contact:

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Let's build a smarter planet.