

Avolin

Pivotal CRM

For Personalized Customer Relationship Management

Pivotal CRM integrates all of the characteristics of a successful CRM – flexibility, reliability, smart reporting, and mobile access – and offers capabilities that go beyond “just a CRM.” Pivotal integrates into your operational data and spans your full business. From interacting with customers through effective marketing campaigns, to turning leads into selling opportunities and ultimately closed deals, and to delivering thoughtful customer service, Pivotal can do it all.



Accelerate Sales and Deliver a Better Customer Experience

With its seamless and flexible platform, Pivotal enables customized experiences built around your specific business processes – not the other way around. It automates sales, marketing, customer service and contact management functions enabling you to generate and capture leads, win more deals, increase customer satisfaction, and drive growth.

- **Applications for Every User** - Every user in the organization – from sales to leadership – has a complete view of customers allowing you to bring them to the center of your operations to have better, more personalized conversations. Pivotal supports your current sales workflow and streamlines administrative tasks that burn valuable selling time. Information is easily available for your sales team to quickly qualify leads, manage their pipeline, and strengthen customer relationships.
- **Unique Workflows and Experiences** - Tailoring CRM workflows and modifying business processes boosts your team’s productivity – and makes Pivotal your own.
- **Extensions and Integrations for Greater Productivity** - Whether enabling CRM access across devices or integrating industry-leading applications, it’s all about empowering your users.

Benefits

- Accelerate sales and drive company growth
- Increase user productivity through a customizable workspace
- Enable greater reach and access with a consistent user experience across all platforms and devices
- Drive customer loyalty through personalized experiences
- Empower your business with real-time insights and updates through dashboards and reports
- Flexible deployment options – on-premise, hybrid, or cloud

Key Features

- **Dual Client Strategy** – Provide the right access at the right time. A powerful responsive UX client for modern browsers and mobile devices as well as a desktop smart client enables easy and fast access whether in the office or on the go.
- **Microsoft Office 365 Integration** – Outlook 365 compatibility allows your users to view customer information, link documents, and add vital customer data to Pivotal.
- **Account & Opportunity Management** – Define an account strategy, uncover and manage opportunities, and build better customer relationships
- **Organizational Alignment** – Develop a true integrated sales, marketing and customer success organization with increased visibility and collaboration.
- **Analytics and Forecasting** – Monitor your pipeline and get advanced warning of successes and challenges so you can take early action

Additional Capabilities

- **Pivotal Productivity Pack** – Revolutionizes how data is created and managed through a highly-configurable tool set. Saves time and money while adding value to how the business operates.
- **Analytics for Pivotal** – Provides visibility across not only Pivotal data, but also data within the enterprise. Empowers users to develop smart and actionable insights in real-time.
- **Pivotal for External Users** – Extends your business flows and data to the people you do business with. Removes replication of data and timely delays in capturing data from the field.
- **Pivotal Contact Center** – Captures customer interactions and improves the experience with a range of automated call scripts to efficiently manage inquiries.

To find out more about how Pivotal CRM can help your organization please contact us at info@avolin.com.

The Avolin logo features the word "Avolin" in a bold, sans-serif font. The letter "A" is black, while the "v" and "i" are purple, and the "n" is black.

Avolin provides critical software solutions to enterprises around the world, specializing in Customer Relationship Management, Knowledge Management, IT Support and Supply Chain Management. Over 1,400 customers in more than 50 countries use our portfolio of solutions to help them provide outstanding customer service, keep their day-to-day operations running smoothly and make intelligent decisions based on relevant and real-time data. Our customers are at the center of everything we do and our singular goal is to deliver the right solutions for their industry-specific workflows helping to keep them at the forefront of their industries. For more information, visit www.avolin.com.