

Pre-Sale Prove of Concept CRM Implementations for Porspect Customers

Client

<international company> headquartered in the USA
Developer of a web-based customer service solution for industries that sell technically complex products and services. Customer service solutions, offered by this company, are particularly feature-rich in the core Customer Service areas of e-Service, Service Call Centers and Partner Relationship Management (PRM). Written in Java (J2EE), the solutions offered by this company are web-based, but not merely web-enabled. Designed to leverage the latest enterprise-grade infrastructure technology, these applications are customizable, low-cost and quicker to be implemented as compared to other products of this kind.

Project Scope

Client pre-sale activities support

Task Summary

- Pre-sale prove of concept requirements analysis, design and implementation.
- Pilot projects development and implementation.
- Technical consultations for prospect customers.
- Pre-sale presentations which include offsite desktop sharing demos and onsite visits.

Current Results

Multiple short projects performed successfully to demonstrate:

- platform and product capabilities (flexibility, feature-richness and customizability);
- custom implementation process speed and efficiency.

Tools and Technology

- Intel, Sun, IBM;
- Solaris, Windows, Linux;
- Oracle, MS SQL, DB2;
- IBM Websphere, BEA Weblogic, Ironflare Orion, JBoss;
- J2EE, HTML/JavaScript.

Some Project Statistics

- Team size: up to 11 people at Auriga
- Client relationships duration: 3 years