

Fact sheet



RemoteConnect

Stay connected!

Why give your field engineers and sales staff an excuse to come back to the office, when they could be out in front of customers? With Achiever RemoteConnect pack you don't have to.

Now your mobile workers can provide a more informed, more intimate service when they are with customers. If, during a meeting, a customer wants to know the status of a particular order or support issue, your sales person can answer them using the information in their local copy of Achiever. Now they can give accurate quotes on the spot, using pricing pulled from, for example, your accounts system. RemoteConnect even lets sales get a lead-time and enter an order while they are still in front of the customer!

Suits service

Similarly, service engineers can get an up to date status of all outstanding customer issues before going on site. Or they can carry their own KnowledgeBase of service issues and solutions with them, so they can solve problems first time, every time. As they solve new problems, the knowledge they have gained is automatically shared with everyone else when they synchronise with head office using RemoteConnect.

When the remote user or office connects to head office, RemoteConnect synchronises their copy of Achiever with the main Achiever database. All updates, additions and deletions are exchanged through connections based on a simple, secure and automated process, which can use dial-up or high-speed broadband links.



Collaboration – anytime, anywhere

RemoteConnect also supports collaborative working between remote employees by enabling the exchange of documents, reports and templates. They can even trigger company processes remotely, using Achiever's inbuilt workflow system to, for example, place an order or log a new lead.

Data security and integrity are assured with a communications log, built in disaster recovery tools and other communications management features, including the ability to set filters so that only relevant, regional data is transmitted to offices and users. With their administrative and informational needs provided for, it has to be questioned whether your sales people will ever again have an excuse to be anywhere other than in front of your customers!

“Achiever's RemoteConnect links have really helped our salesforce. They're now seeing more customers each week and closing sales more quickly”

What it does

- Links remote workers and offices to the main Achiever database at head office
- Synchronises customer information, documents, templates and reports between the remote and main database
- Ensures the security and integrity of data communications with advanced, robust management features
- Lets remote users initiate and check on the status of business processes, such as placing an order, doing a credit check or raising a non-conformance

How you benefit

- Better customer service from more informed and effective sales people.
- Cut needless trips back to head office.
- Improve communications with remote offices and users
- More effective service calls with more problems solved first time
- Enable collaborative working between remote staff
- Reduce service engineering 'down-time' and increase your ability to provide a rapid response



Want to find out more?

Contact us now for a demonstration!

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