

CRM FastTrack

Get your CRM project off to a fast start, within 30 days of registering for your FREE Trial, with our FastTrack service, covering all major areas and topics for a successful CRM implementation.

- Full CRM access: FREE during the trial period.
- Pre-project preparation documents
- Kick-off meeting
- Business process review
- Basic system configuration & setup
- Data import
- Hands-on user and admin training
- Tips & guidelines for your next steps

CRM Education

Nexell offers a full range of education and training services, in all CRM areas and disciplines.

- German, French, English, Swedish, Hungarian & Italian
- Training at customer site or via Web
- Customer / project specific user training
- System administration training
- New release / new features training
- CRM conceptual / organizational training
- Business based trainings, around your CRM
- Custom designed courses and programs based on customer specific requirements.
- CBT (Computer Based Training) and Blended Learning solutions.

DRO Services - Salesforce.com

Nexell is the **leading Swiss and European salesforce.com partner**, certified to provide all services, as well as hosting of their DRO (Data Residency Option), to salesforce.com customers worldwide. Nexell's DRO-related services can be summarized as follows:

- Management, planning, implementation, training, support
- CRM preparation and configuration for DRO
- Security & data protection policy definition
- Encryption and tokenization strategy
- IT architecture and topology

CRM Project Services

Independent of your project size, complexity, local or international, Nexell provides the necessary services to help you be successful, on track and on budget.

- Pre-project preparation documents
- Business Process Review
- Requirements definition
- Complete system configuration and customization
- Testing and prototyping
- Data management, quality & cleansing
- 3rd party integration
- Custom development, portals, mobile
- Rollout, training and Go Live strategy
- Documentation

Support & Administration

Nexell's Support and Admin services help customers achieve the maximum from their CRM throughout the year, without the added costs of having your own system administrator internally.

- Multilingual user support, in all CRM areas
- Same business day response, dedicated multilingual customer support portal
- Full system administration and modifications, upgrades, in all system areas
- Best practices, Prototyping and Benchmarking
- Strategic support & consultation with further system changes, new deployments, customer reorganizations and new business strategies.
- New system release support, new features and functions, deployment strategy.
- System configuration, maintenance and execution of campaigns, setup, workflows, security, data quality etc.
- Reports and dashboards creation, modification etc

DRO Deployment Options

- Hosted in Zürich, Switzerland
- Hosted in EU, Frankfurt, Germany
- Hosted at customer site