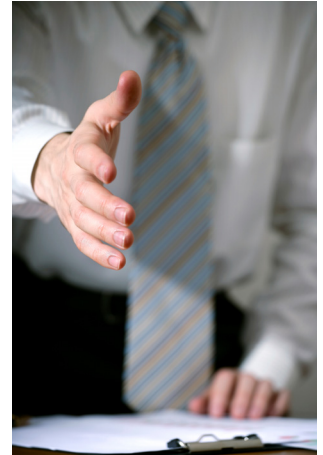


Best Practice

Service: Consulting

Solution Suite: Business Development

Best Practice: Customer Relationship Management, (CRM)



Overview

AMS deploys solutions based on customized industry and experiential best practice. Our team of executive level consultants will work with your organization to craft the best implementation of any service, solution suite and correlating best practice. This holistic approach to creating business solutions will render high value ROI, continuity and embedded value.

It is no secret that progressive companies must stay ahead of their competitors by providing the very best in sustained customer management. This encompasses more than just adding new CRM technology. Companies need to become consistent and proactive about identifying their customers' expectations of them, analyzing how well they stack up against those goals, and on delivering and meeting the customer's objectives with world class customer management practices.

The AMS approach to CRM is designed to provide a road map to guide a companies management teams in the development and deployment of sustained world class customer management practices across all functional groups. AMS supports our implementation methodology with vast experience and executive level consultants. Collaboratively our teams will work to analyze senior management's customer management vision, evaluate the organization's current and future state in this area, explore CRM's impact, discuss managing change, and strategize how to provide the necessary leadership to support the initiative.

AMS consultants will work with your teams to develop the following deliverables:

- Current service model
- Service based process maps
- Service based competency and cultural assessments
- Customer satisfaction metric
- End state service model
- Implementation/change management plan
- ROI analysis
- Define appropriate technology platform and design integration plan
- Transition and core competency training

The above items are not a complete list as that will be developed during initial client needs assessment. However, the items represented here are "usual" components in CRM deployment.

AMS can help your organization shift toward becoming a "world-class" service provider.

AMS can customize any best practice to fit your organizational needs.