NETBASE JSC

Your Trusted CRM & IT Solution Partner

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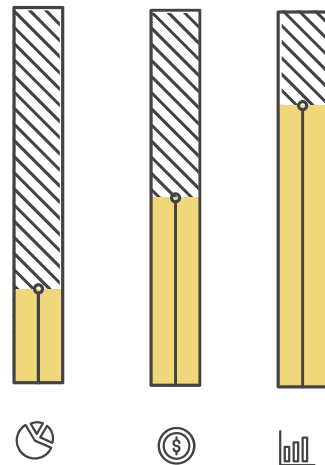**TOP RATED VALUES**

1,000+

Worldwide clients and Projects

OUR PARTNER LOCATION

SINCE 2010

Our Global B2B Client

Open Sources Project

B2B Agency Business

Software Company

SAAS StartUp

Problems That We Have Experience

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Operations Efficiency Challenges

1. Overwhelmed with handling everything while focusing on core competency

2. Lack of B2B sales & marketing knowledge and right management system

3. Unstable in Sales & Operation Cost Management

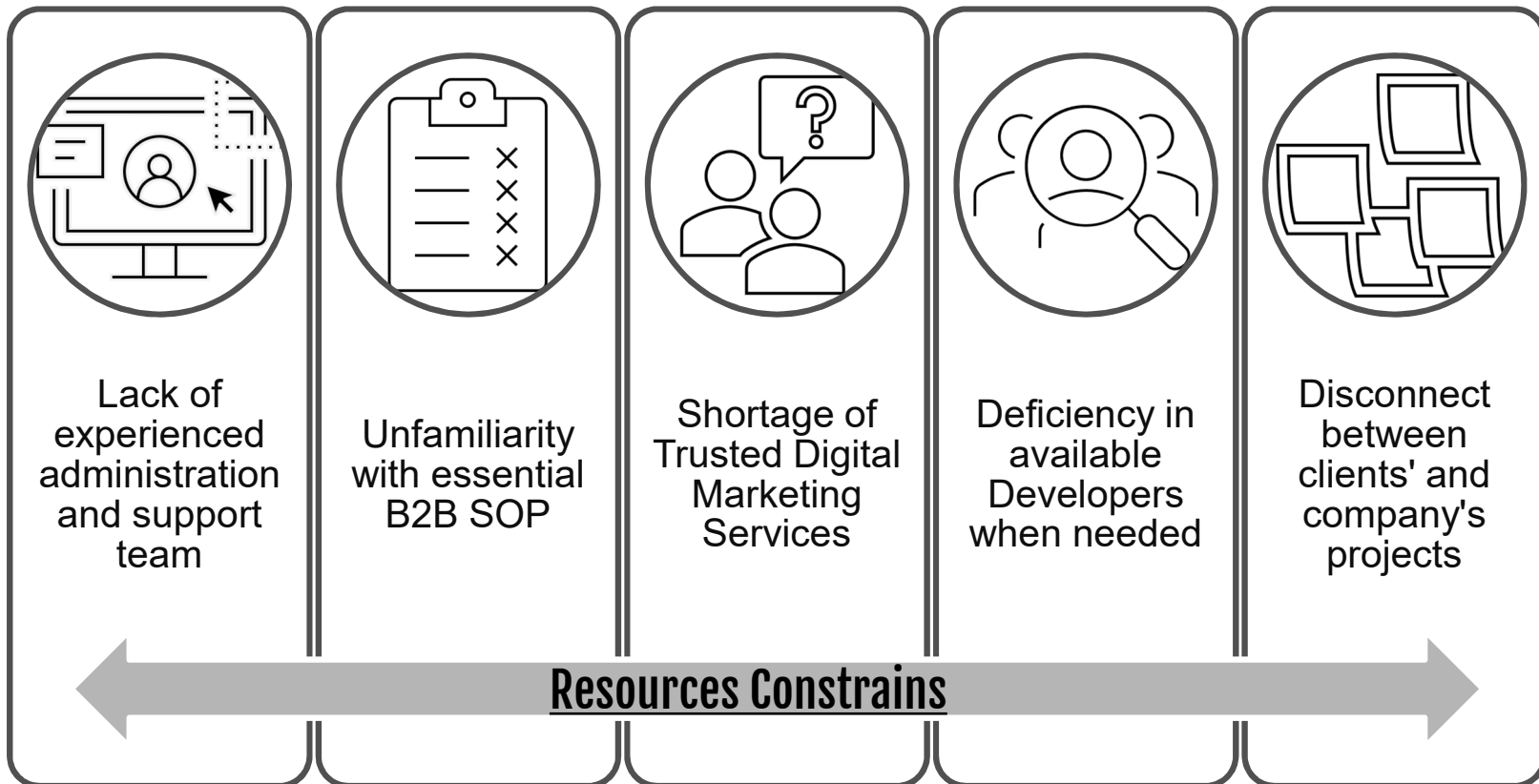4. Confusing in Connect, Control the Human resources inhouse & outsourcing

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Inadequate Customer Acquisition and Support Infrastructure

- Ineffective Visitor-to-Lead capture

- Poor freemium-to-client conversion

- Insufficient resource for customized solutions

- Absence of a CRM-integrated Support Desk

- Inadequate operational and client support tasks tracking

- Don't have enough sales funnels setting and cross-selling

Lack Of Effective Inhouse Team & Operation Resource Manegement

Lack of experienced administration and support team

Unfamiliarity with essential B2B SOP

Shortage of Trusted Digital Marketing Services

Deficiency in available Developers when needed

Disconnect between clients' and company's projects

Resources Constrains

Don't Have A Central Platform Designed Specialized For B2b Operation

Different platforms for operation and decentrailized data

Difficult to scales the platform to different business divisions

B2B CRM does not connect with Product management

How could we solved these problems?

OUR SOLUTIONS FOR B2B BUSINESS

We deploy a full Help Desk and CRM to immediately enhance partner SOP operation
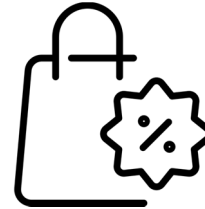
We join force with our partner in their B2B sales and support activities
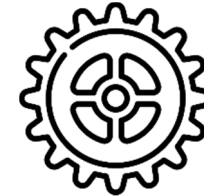
We agile partner's development resource with better ROI and Growth

| HELP DESK PLATFORM AND B2B CRM | SALES & OPERATION MANAGEMENT | CO-SOURCING AND PARTNERSHIP |

Netbase JSC provides the consultancy/ solutions & contribute the success to businesses partners all over the world

Help Desk Platform and B2B CRM

Transform Customer
Support Operations

Centralize Sales Chat & Client Request

✓ We develop WorkChat application to centralize Chat Channels intro 1 central dashboard

✓ All marketing form, sales chat for both private Account Manager will be sysned with the platform

✓ Integrate the Client Chat about the project with internal team for effective project communication
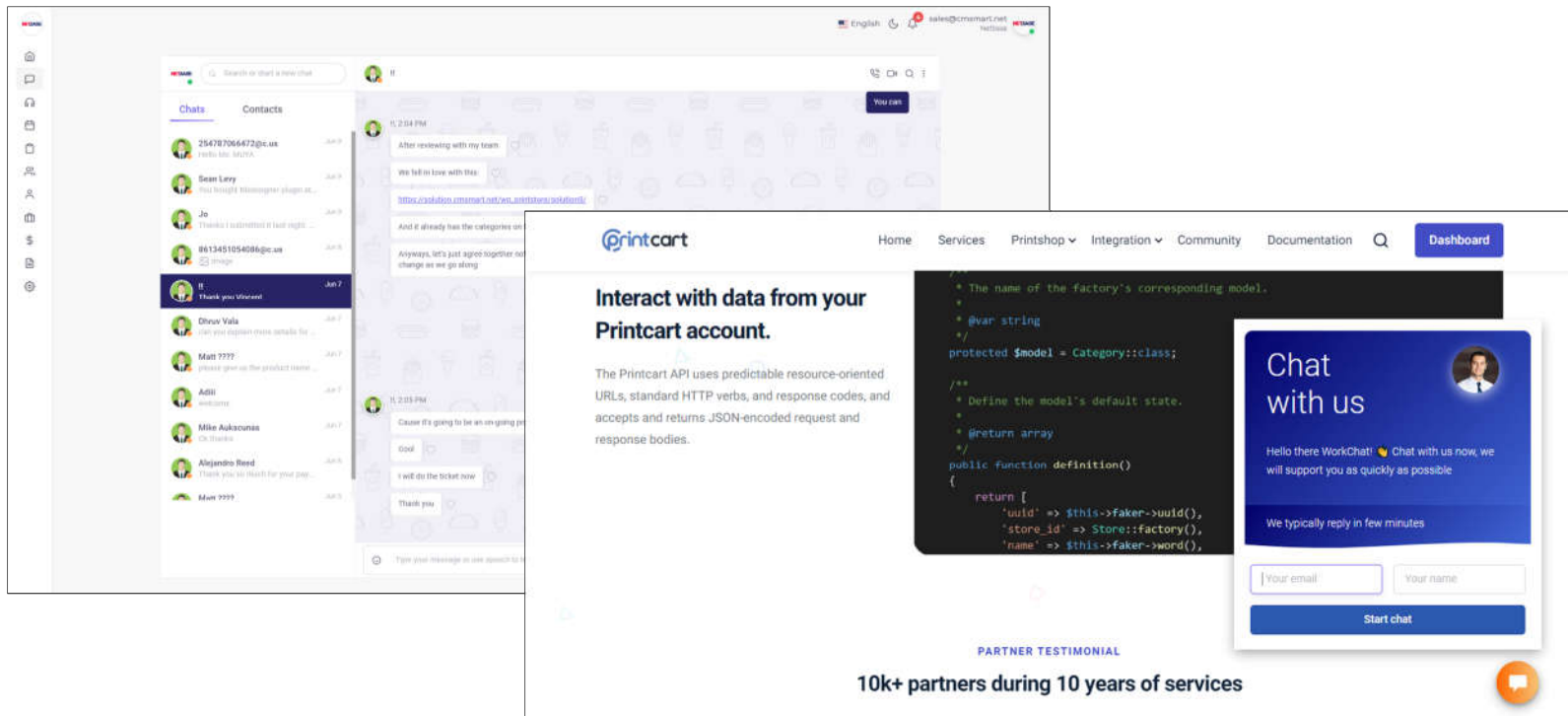
Swift Ticket Management and Resolving Issues with Ease

✓ Streamline and Automate Ticket creation, assignment, and tracking processes.

✓ Prioritize and Categorize tickets based on Urgency and impact for efficient resolution.

✓ Consolidate and centralize ticket information for easy access and collaboration.
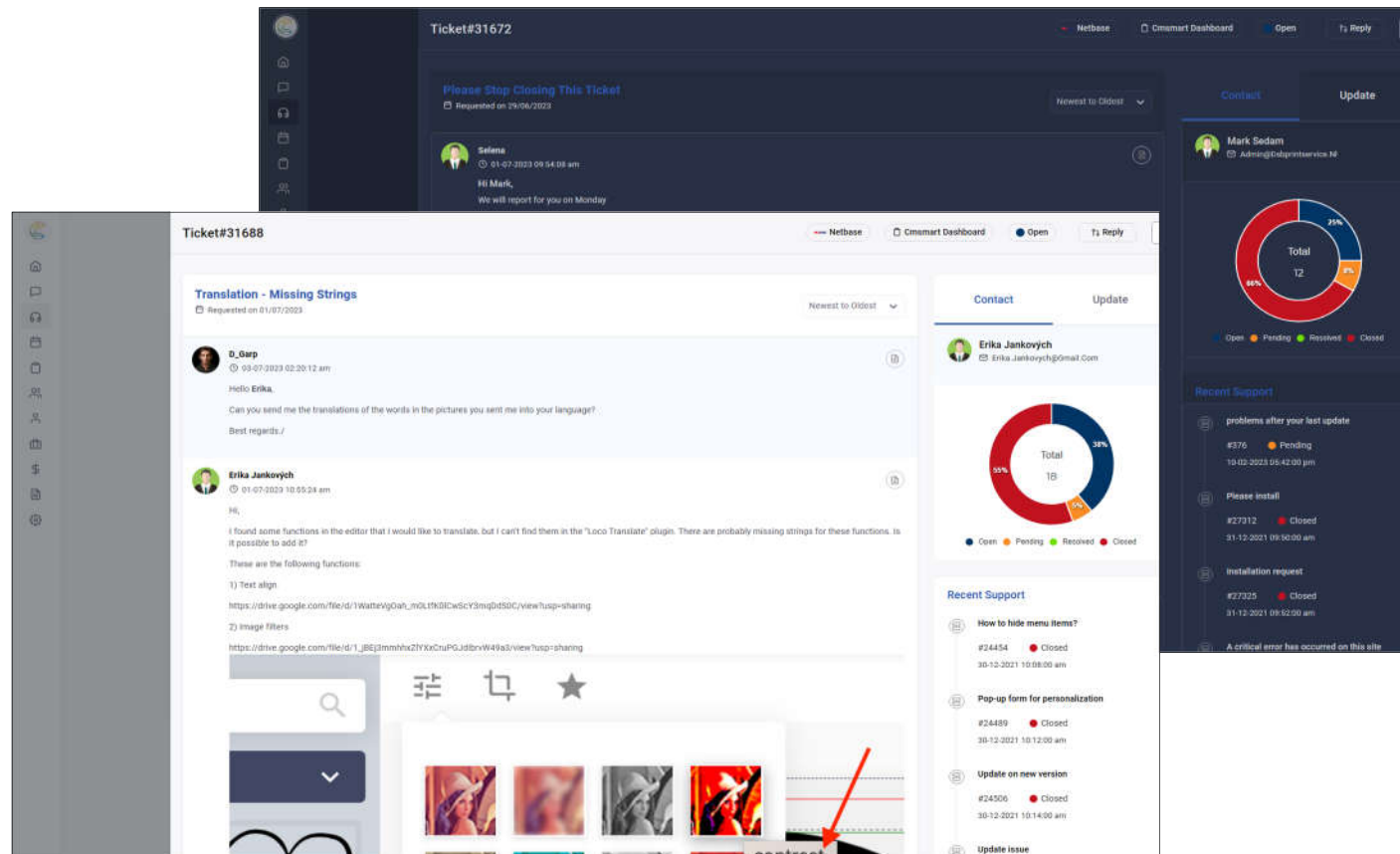
Data-Driven Insights through Reporting and Analytics

➤ Identify Opportunities for training and skill development based on performance data.

➤ Gain insights into support trends, bottlenecks, and areas for improvement.

➤ Make data-driven decisions to optimize support processes and enhance customer experiences.
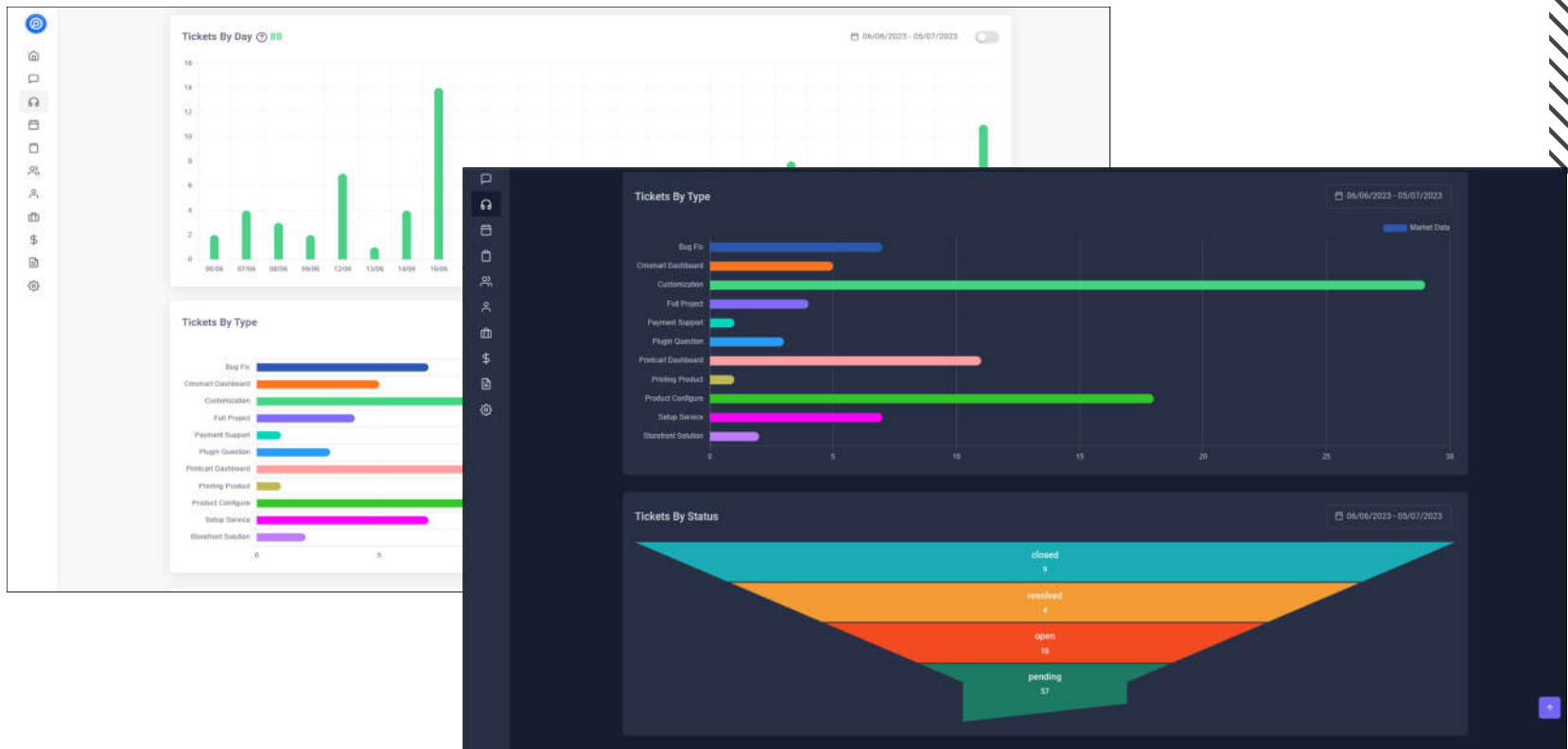
Automate Workflows for Enhanced Productivity

❑ Free up time for support teams to focus on complex and high-value tasks.

❑ Ensure with a consistent and standardized procedures for better services delivery.

❑ Streamline the processes such as ticket routing, follow-ups.

Empowering with a Robust Knowledge Base

✓ Continuously update and expand knowledge base based on user feedback and emerging trends.

✓ Build a comprehensive knowledge base with FAQs, troubleshooting guides, and best practices.

✓ Enhance Support Tickets Process by providing easy access to relevant information.
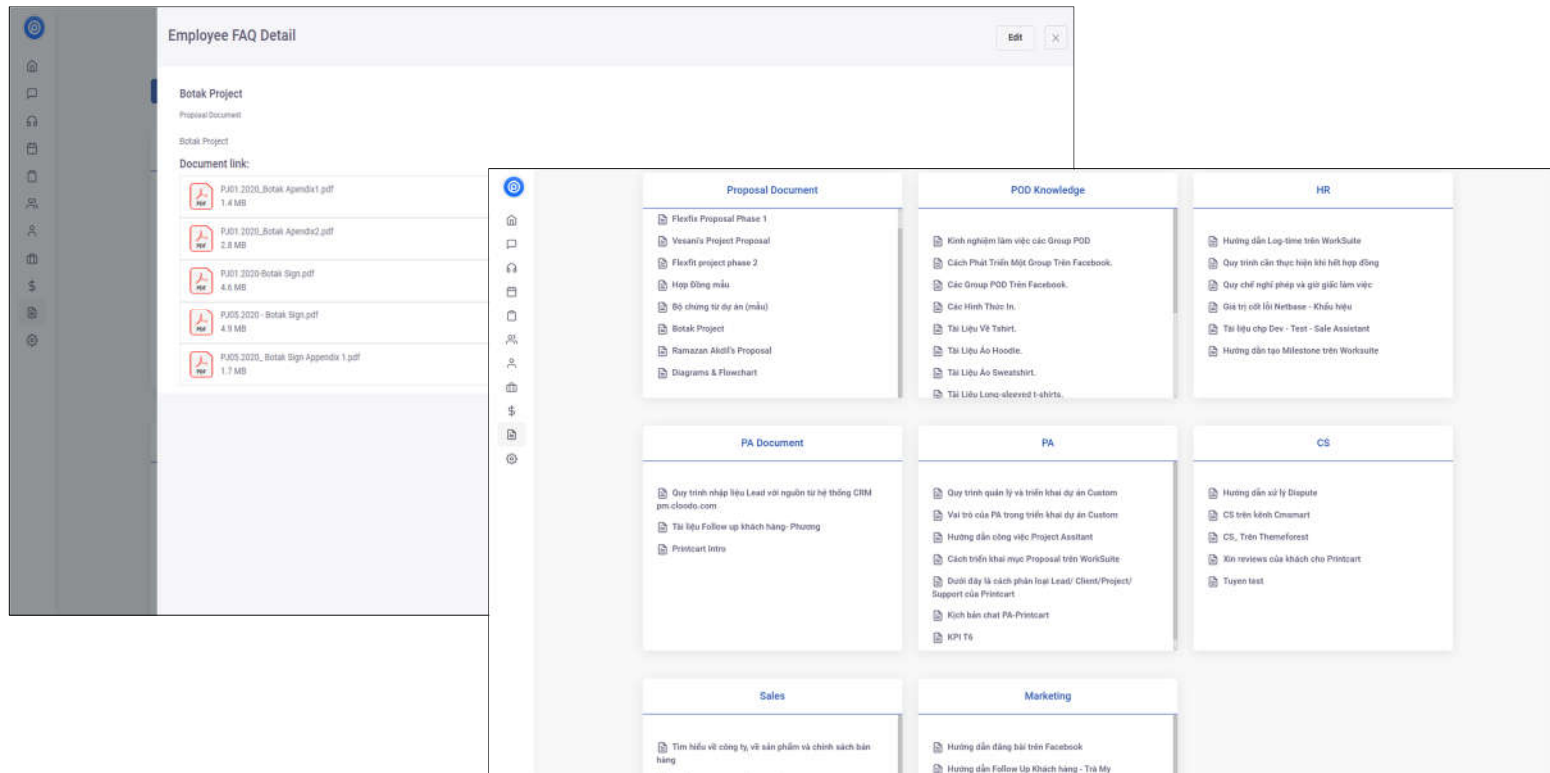
Building Strong Customer Relationships with B2B CRM

➢ Manage and track customer interactions, preference, and history in a centralized place.

➢ Build Strong relationships by personalizing communications and offering tailored solutions.

➢ Enable effective Lead Management and opportunity tracking for improved sales conversions.

Sales and Marketing Management

From Leads to Conversions

Lead Generation and Capture Made Easy

✓ Automate lead qualification and routing to ensure prompt follow-up and nurturing.

✓ Integrate lead capture forms and landing pages for seamless lead acquisition.

✓ Maximize lead generation efforts through data-driven insights and optimization.

Nurturing and Managing Leads for Higher Conversions

➢ Implement Lead Scoring and Segmentation to prioritize and tailor nurturing efforts.

➢ Track lead interactions and behaviors to identify sales-ready opportunities.

➢ Nurture leads with personalized and automated communication workflows.

Enhancing Sales Collaboration and Communication

✓ Centralize customer information and sales activities for improved visibility and coordination.

✓ Enable real-time updates and notifications for enhanced team productivity and responsiveness.

✓ Streamline sales processes such as quote generation, proposal management, and contract signing.

Sales Performance Analytics for Informed Decisions

✓ Generate sales dashboards and reports for real-time insights into individual and team performance.

✓ Utilize sales analytics to identify upselling and cross-selling opportunities for existing customers.

✓ Identify top-performing sales strategies and optimize sales processes based on data-driven insights
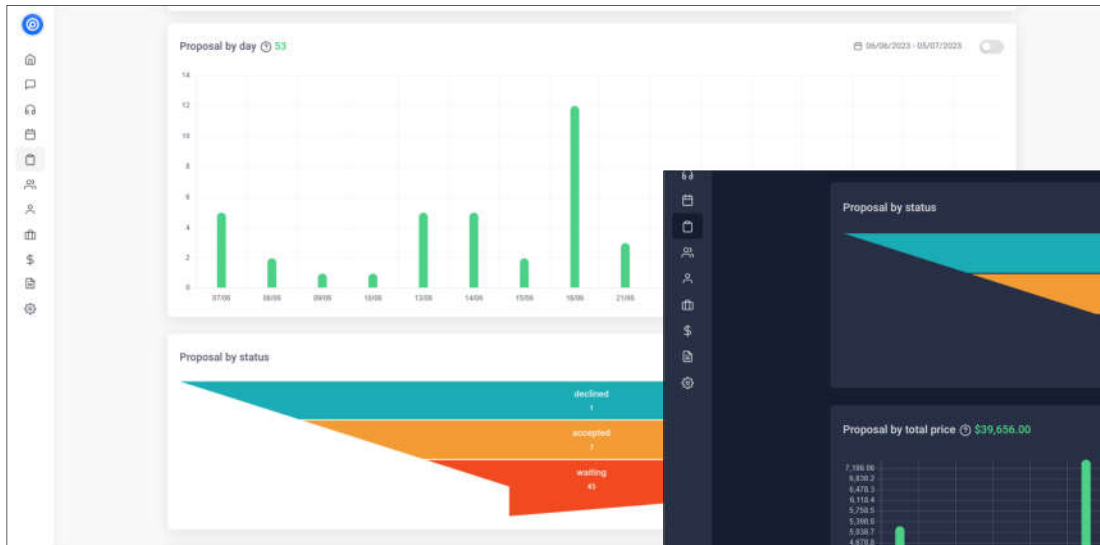
Utilizing CRM to Boost Sales Efficiency

➢ Capture and track customer interactions, preferences, and purchase history.

➢ Leverage CRM data to personalize sales and marketing efforts for improved customer engagement.

➢ Maximize the use of CRM capabilities to centralize and manage customer data.
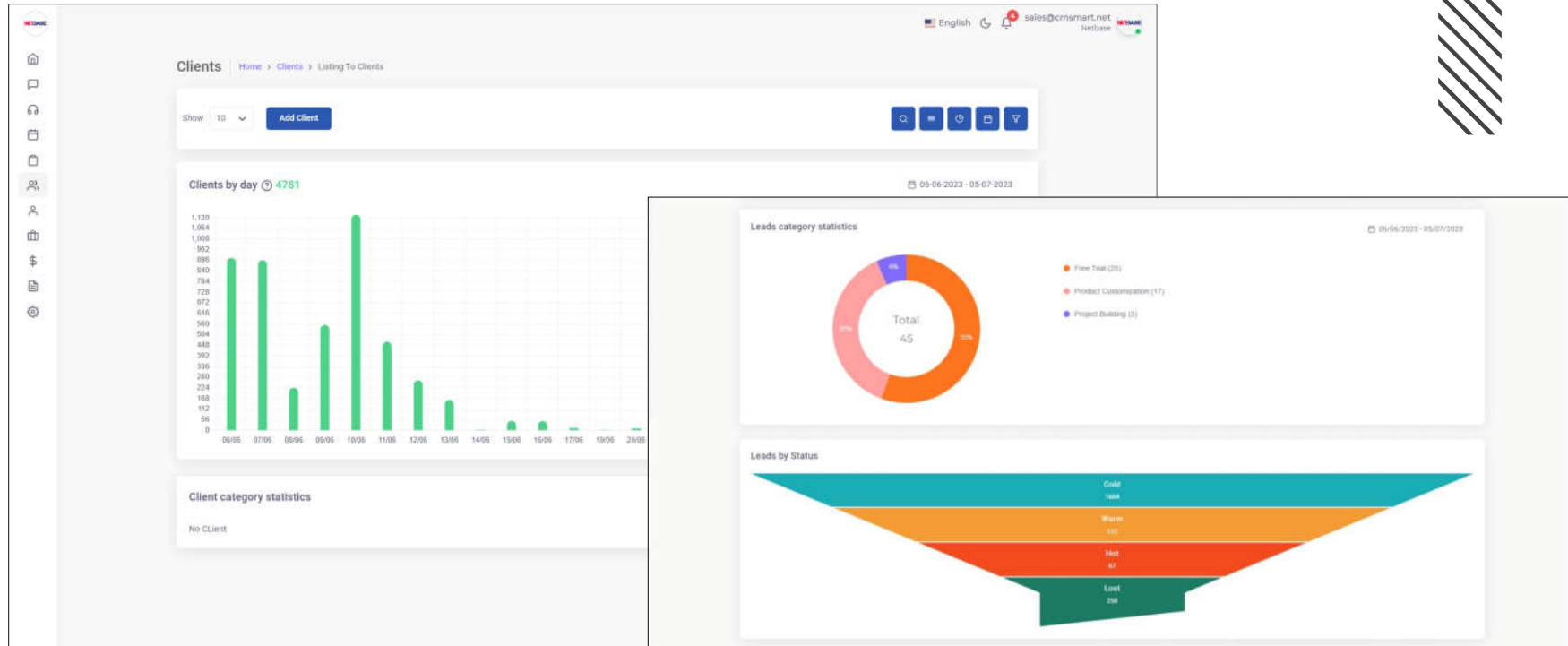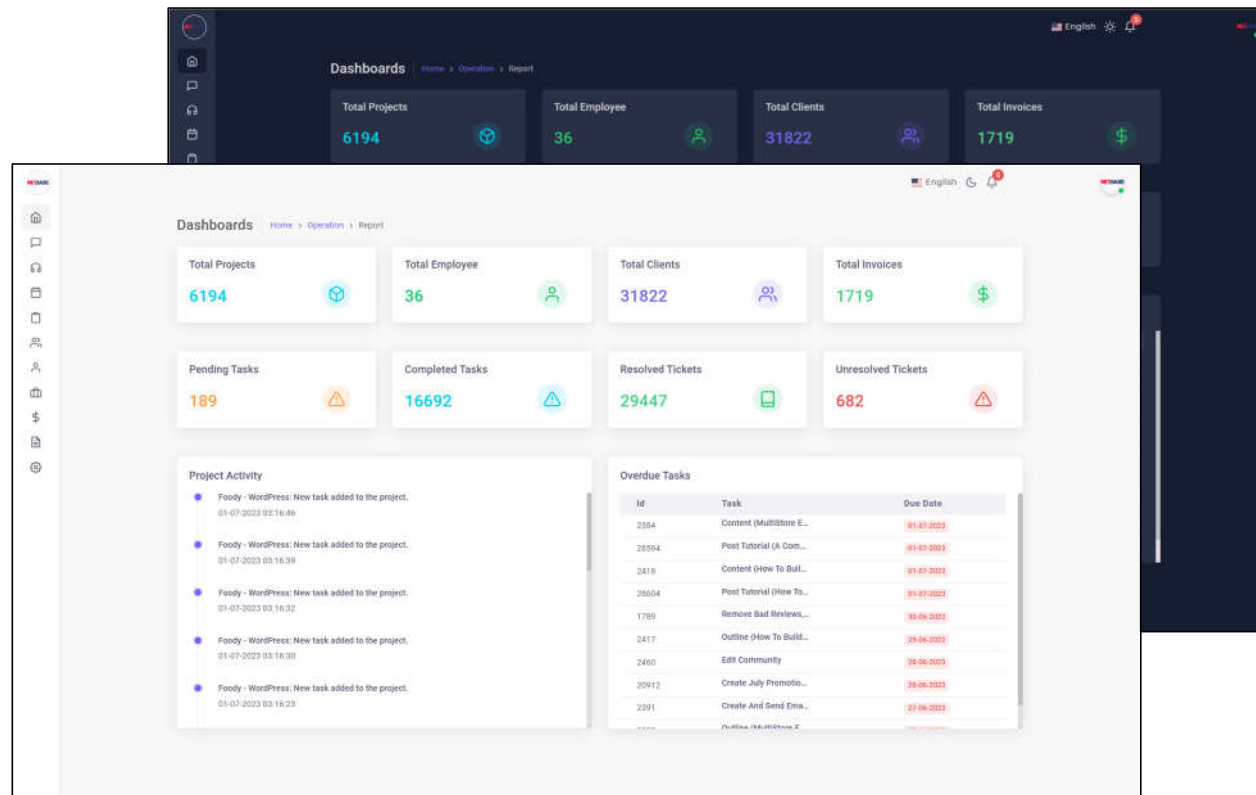
Enhanced Operation Process

Overcoming Challenges
with Outsourcing

A PM platform to manage both Inhouse and Client's project

Experience enhanced productivity and streamlined operations with a powerful all-in-one solution that combines project management, task tracking, team collaboration, and integrated HRM and CRM capabilities.

Agile milestone development and OKR operation

❑ We arrange all the project development into Milestone with can be measure weekly or monthly

❑ We also organize operation into milestone with clear KPI to initiate OKR orientation operation

❑ All the milestone is managed with task and relates financial transaction to ensure the smoth operation management

Rapid Project Deployment and Time-to-market

➤ Tracking & Providing end-to-end project management for initiatives, from planning to execution.

➤ Allocate resources effectively and manage project risks and dependencies.

➤ Monitor project progress, track milestones, and deliver projects within budget and schedule.
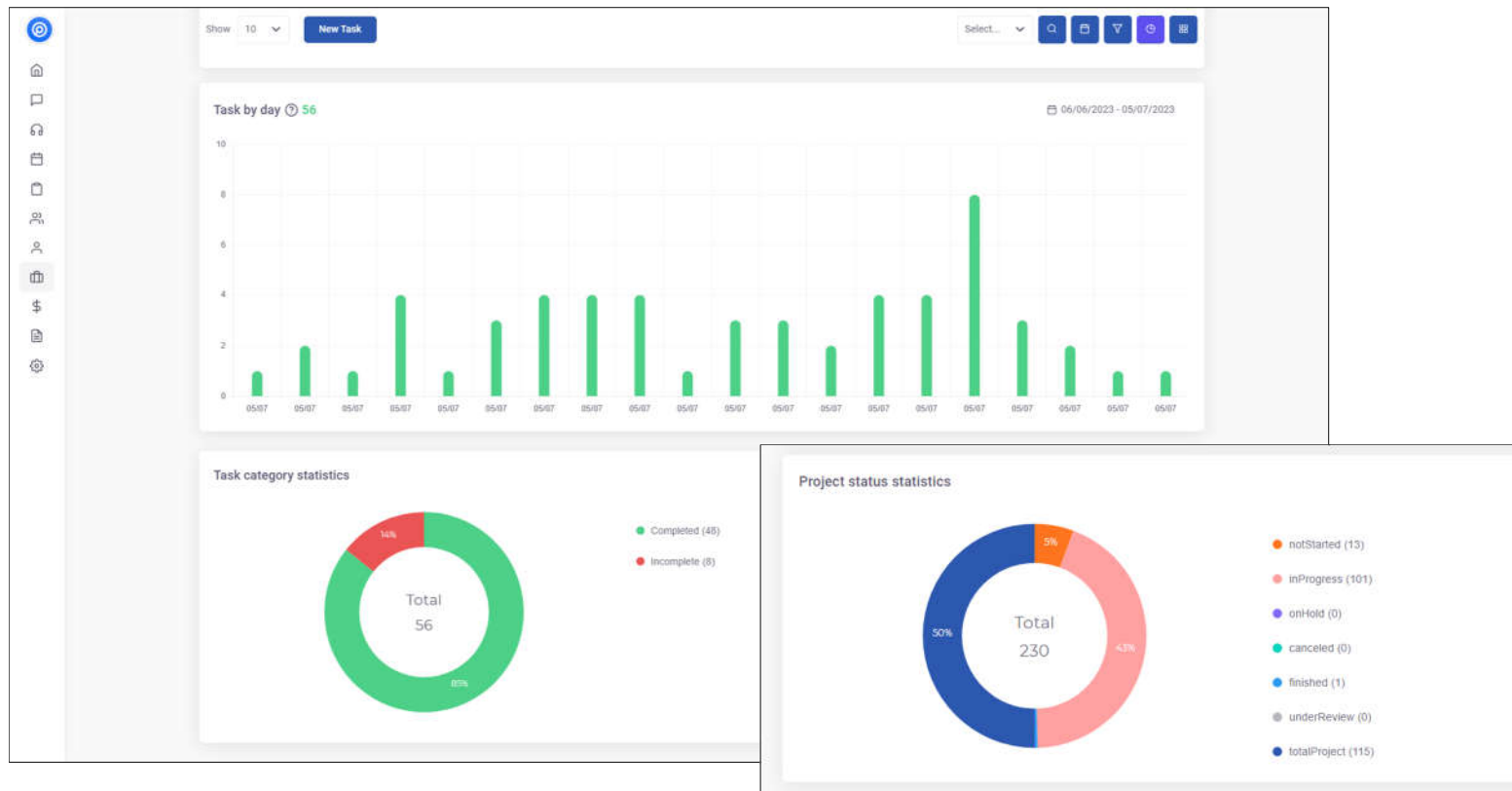
Custom Proposal for Each B2B Client

❑ A Proposal system to Provide customize solution for client project from core technology

❑ Tracking the performance of Consultance and Solution of the organization as well as increase Cross-Sell

❑ Build up a Project Assistant team with the client to foster a strong working relationship.

Agile Learning Culture and Continuous Improvement

✓ Offer knowledgeable and skilled technical support agents to address customer queries and issues.

✓ Provide regular training and skill development opportunities for support agents to enhance their expertise.

✓ Implement proactive monitoring and maintenance to identify and address potential issues.
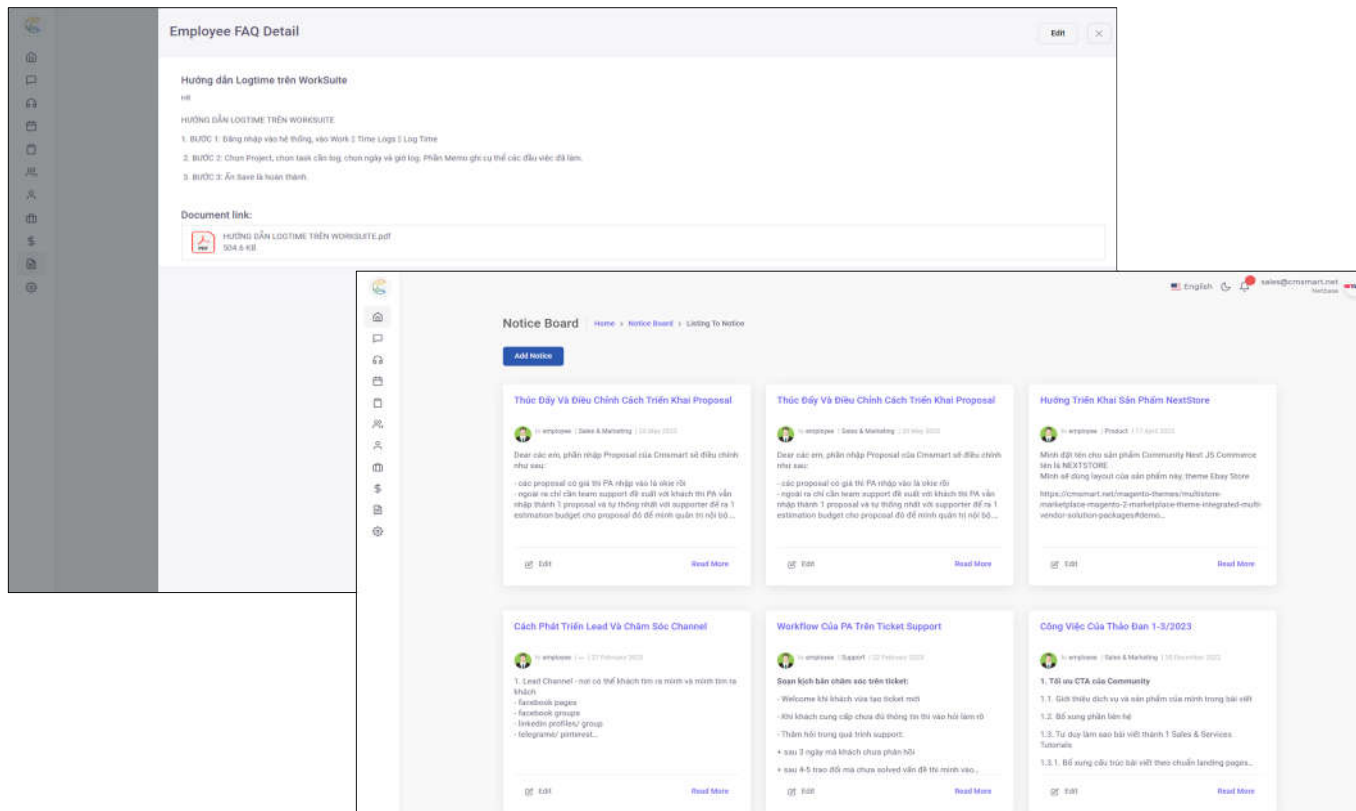
How Can We Work Together?

We set up B2B partnership

Pharse 1: Set up WorkSuite for your Business

We help to set up a WorkSuite for your business to bring our competence to your operation

P2: Sales & Operations Initiatives

We discuss together to identify the business services that you need to improve your sales & operation and how we can work together

P3: B2B Partners

When your operation is qualifed and integrated into the network, we growth together as B2B services partners

Some Questions that Partners often raised

How can I know that we need your solution?

Start listing out your problems and we can discuss detail suggestion to improve your operation. You can also start to set up free WorkSuite and working on it until you want to go on

How is the fee if we want to deploy the platform?

The platform are SaaS freemium so it is free forever for standard features. We will charge rationable fee for premium features. For strategic partners we will not charge platform fee thanks to the income that collecting during business opeation

How can we quickly integrate WorkSuite with our other current platforms?

We provide the API for data intergration with and to any other platform, and you can hire our team to do it for you, event with feature customization especially for your organization

How can I become a B2B services provider on the platform?

We offer WorkSpace for any ageny to provide their B2B services which then need to be qualifed from time to time. We also support listing digital projects and products to promote and make more sales lead from Marketplace

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THANKS FOR READING

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