

Nixel Rapport

Manage Relationships Better



Manage Relationships Better

Customer Relationship Management is a buzzword in the industry today.

- Exhaustive Information & Documentation
- Linked public & compiled content
- Coordinated Action Lists
- Personal Marketing Organizer
- Live dialogue and messaging
- Servicing Workflow & Response
- Customer eSpaces
- Management Reporting

Updated coordinated customer information

Interact with your customer with updated information at all times. You won't need to apologize for not being current on the latest developments or for not knowing costs and delivery schedules, anymore. A coordinated whiteboard for each customer allows everyone to contribute their own information and interactions and have these shared with everyone else who is in touch with the customer. Search and filters allow you to find the information you need almost instantly. So you can actually mine all that customer information real-time while you are responding over the telephone or over an online chat. Nixel Rapport helps you understand your customer better and stay accurate on information. No more missed connections or poor memory to haunt you anymore. Stay updated wherever you are, all the time.

Good documentation for a harmonious relationship

Good documentation has always been the key to a pleasant relationship. Nixel Rapport helps you achieve this with ease. Helping you record interactions and notes about customers in an organized, searchable repository.

Linked public & compiled content

The more you know about your customer, the better you are able to understand their needs and communicate with them. Nixel Rapport allows users to link public and compiled content that builds a strong repository on each customer, allowing you to be better informed each time you interact with them.

Coordinated Action Lists

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Live Dialogue & Messaging

Servicing Workflow & Response

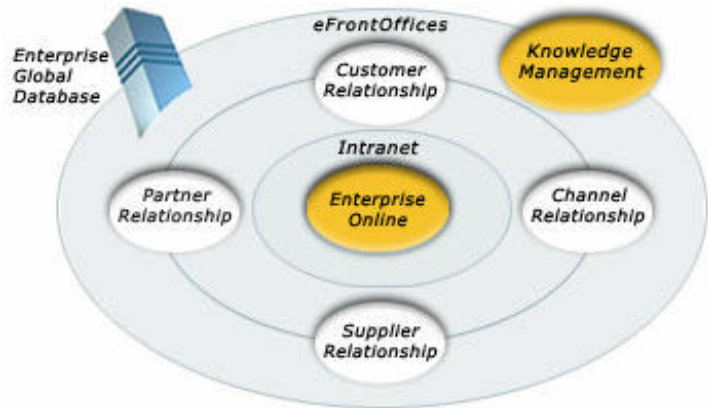
Personal Marketing Organizer

Customer eSpaces

Management Reports

Building the digital enterprise

Nixel architects and delivers Enterprise Solutions for corporations that see information technology, knowledge and automation as being key drivers of growth and competitiveness. Founded in 1991 and headquartered at Mumbai, Nixel has been a committed partner for many corporations in India, the United States and Europe including Air India, Asea Brown Boveri, Associated Cement Companies, BEC Group, Bharat Petroleum, Essar Group, Godrej & Boyce, Hindustan Construction, Indian Oil, Kotak Mahindra, Larsen & Toubro, Novartis, Reliance Industries, Siemens, Toyo Engineering and Uhde India. Fired by a missionary zeal to build digital infrastructure and systems for enterprises, Nixel has helped customers improve productivity, quality and competitive advantage and transform themselves into globally connected organizations.



Quality
on
time

Quality on Time

Quality on Time is a unique methodology that we've created that helps us deliver and deploy sophisticated software within demanding schedules. A structured process that extends from the initial interactions with customers all the way through to deployment, training & support, the Nixel methodology assures quality and performance consistently.

A great team to work with

A team of technology architects, application specialists, project managers, developers and quality engineers, the Nixel team is innovating and researching all the time, staying abreast of global developments and ensuring sophisticated tools and methods are used in the design and development of the software.



24 x 7 x 52

Nixel is never out of range for our customers and well-wishers. From relationship managers to project managers through multiple interfaces including a strong web front office, Nixel ensures that you have all the expertise, know-how, software, drivers and information that you need, to use our solutions and enhance your organizational productivity, quality and competitive advantage.



To know more about Nixel and all the solutions, products and services we offer, we invite you to visit www.nixel.com

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