

Homeoffice!


An episode from everyday business life.




Contract

An important contract from Niederau GmbH has arrived at the Meierhofen company by mail. Ms. Wilke opens the letter and puts it on the desk of the administrator, Mr. Riedel.

Three weeks later: The phone rings, Ms. Wilke answers.

 Making contact

Meierhofen Agency, my name is Ms. Wilke. What can I do for you?



Yes, good afternoon Mrs. Wilke! This is Mr. Müller from Niederau GmbH. I'm calling about the contract we sent you by mail a few weeks ago. What is the processing status there? We haven't heard anything from you.

? Problem

One moment, please. I'm afraid I can't finish the contract. I believe it is on my colleague's desk for processing. However, I don't know exactly when my colleague Mr. Riedel will be back in the office. He is currently in the homeoffice.

The homeoffice situation is not new and will probably become a new way of working together. How can it be that you have not yet adapted your processes in such a way that I, as a customer, do not suffer any disadvantages as a result of your changed way of working? I think we need to rethink our future cooperation with you.



Analysis

Ms. Wilke is at a loss. She is aware that processes have to change so that her business partners do not have any restrictions in their co-operation, but:

- How is it possible,
- delegate the tasks to employees in the homeoffice?
 - reliably make the required information available to the responsible agents?
 - keep an eye on the processing status - even if the processing takes place in the homeoffice or on the road?

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Nichts leichter als das.

**A short time later:
All employees now work with
sellify - a new contract is
received at the Meierhofen
company.**

- Ms. Wilke scans the contract
- At the same time, she directly creates a resubmission for the colleague Franz Riedel and links all information in sellify that is necessary for the processing of the contract.
- Mr. Riedel receives a message about the resubmission and can now access the digitized contract and the associated information in sellify from home.
- Ms. Wilke can track the status of the processing in sellify at any time and quickly retrieve the documents using the full-text search function



Contract


Hello, this is Mr. Richter from Sönges GmbH. I am calling about the contract we sent you by mail. However, we have forgotten the attachment "Service description"...

Thank you for calling! I'll take a look at the process right away.

... Ah, Mr. Riedel has already noted that we are still missing documents from you. However, he has not yet reached you. He is currently in a conference call until 3:30 p.m. and could call you back afterwards. Should I make an appointment for you for 4:00 p.m. or rather for 4:30 p.m.?



Contract



Thank you for the precise information Ms. Wilke. A callback is not necessary at all, I will send you the attachment by e-mail, thank you!



Thank you very much! You are very welcome to send the attachment to my email address frau.wilke@meierhofen.de, I will then store a corresponding information in the system for the colleague.

 Contract

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Thank you very much. Have a nice day, I look forward to work with you. We will be happy to recommend you to others.

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powered by **business//acts**



sellify – Everything from one source!

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1. Consulting

In cooperation with management and users, we develop a solution that is optimally tailored to all requirements in a joint conception phase.

2. Customizing

In order to extract the essentials from complex project requirements, our entire project management is carried out agilely according to SCRUM. This means that our customers not only actively shape the initial software introduction, but also future projects.

3. RollOut

Our support and development teams will guide you through the installation phase for a successful start to your work with sellify and are available to provide expert assistance for help desk and service requests.

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4. GoLive

Our user-friendly solutions are designed in such a way that no long familiarization periods or complex training courses are required. So you can get started right after installation.

5. Advancement

Depending on your needs, we continue to develop your sellify solution after the implementation project, adapt it, restructure it - completely individually and exactly as your processes require.



Customer reports

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„How glad I am that we have sellify!
At my old employer, employees were sent to
HomeOffice and now the entire system has
collapsed.”

Iris Krasic,
Head Backoffice
Eggert Kleffmann & Partner GmbH

 **EGGERT KLEFFMANN**
& PARTNER



Customer reports

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„business//acts has responded precisely to our individual requirements. Features such as a quotation configurator or a planning module for item sales simplify the creation of quotations and enable accurate purchasing planning. Mobile working with sellify//onTour is also a "killer feature"!"

**Frank Gröschner, Bereichsleiter
Sales Coordination
secunet Security Networks AG**

secunet



Customer reports

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„With sellify, we can act and react uniformly, transparently and quickly. We are looking forward to a further, long-term and constructive cooperation.“

Rolf Göpfert,
Managing Director
ALDISPLAYS® GmbH





Customer reports

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„sellify is the optimal application for our requirements. Both external consumer communication and internal processes can be optimally mapped with it.”

Bettina Prims,
Head of Marketing / Consumer Service
Dr. Oetker Nahrungsmittel KG



 Contact

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