

Marijke Pollé Head Network Application Management Direktbank

Unity of contact details

Powerfull core functionality

SuperOffice has all the features necessary to perform customer relationship management in sales, marketing and support. It is easy to use by everybody in a company.

Quick implementation

Implementing SuperOffice does not require extensive design, reengineering of processes or weeks of training for users.

Ease of use

The intuitive interface assists users in their work and hardly requires additional effort. Therefore the system will be more easily accepted. Information about customers will end up where it should go: in SuperOffice.

Mobile and flexible

SuperOffice offers ways to access information anywhere and anytime, whether over the internet, on a notebook, PDA or a WAP phone.

Scalable for the whole organisation

CRM-information can be shared and analysed across larger corporations and multiple departments. Departments and functional groups can create their own implementation without losing the SuperOffice look and feel.

For our relationship with intermediaries, it is critical that both office staff and field staff have the correct information at their disposal. We chose SuperOffice in 1996 because it was quick to introduce and not too pricey. Before its introduction, everyone had their own agenda. Visit reports were made on paper.

With SuperOffice, we have now made a connection with the mainframe applications. With the open database, we have a clear picture of which areas intermediaries are already active in. Field staff can better plan appointments and can call in to retrieve data and to make updates. New staff need hardly any guidance!

Since the introduction of SuperOffice, almost all jobs have changed, but everyone can work with SuperOffice within 15 minutes. SuperOffice still has many tricks up its sleeve to extract more from the system, and we hope to increasingly use its possibilities.



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SuperOffice®

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