

ITQwest

Delivering Results On Demand

ITQwest is a Software-as-a-Service (SaaS) consulting firm, committed to helping small and midsize companies manage their business more effectively, to achieve better Results On Demand.

Deploying NetSuite Solutions

ITQwest helps small and midsize companies

- Better manage their finances,
- Enhance customers' relationships,
- Empower employees, and
- Collaborate more effectively.

Why ITQwest?

ITQwest combines:
NetSuite expertise,
Industry experience,
Business process knowledge,
to deliver unmatched client focused solutions.

ITQwest provides you with **complete services** to help your business achieve better Results On Demand with NetSuite.

- **Consulting services** for needs assessment and performance optimization delivering sustainable value.
- **Implementation services** for project planning, On Demand application setup, configuration, customization, data migration and delivering solutions on time and on budget.
- **Integration services** to tightly couple existing enterprise applications and information resources with your NetSuite application.
- **Training services** designed to improve the performance and productivity of your internal and remote staffs in using NetSuite.
- **Customer support** committed to giving ongoing help and advice to leverage the most out of your NetSuite solutions.

NetSuite CRM+

Beyond Traditional CRM: Complete Customer Lifecycle Management

NetSuite CRM+ goes beyond traditional CRM's simple prospect-centric view to provide companies with a customer-centric view to manage initial and on-going relationships over the phone, in person, or on the Web. NetSuite CRM+ is the only hosted CRM application that integrates order management, partner management, incentive management, project tracking as well as website hosting and analytics, giving businesses large and small seamless customer processes and clear lines of visibility across traditional and online channels.

NetSuite CRM+ includes all the powerful capabilities found in NetSuite CRM. Both products include Sales Force Automation, Marketing Automation, Customer Support & Service, flexible customization through NetFlex, and more. And both products include the best opportunity management and forecasting capabilities in the industry.

NetSuite CRM+ is only Web-based CRM system that:

- **Provides a true 360 degree view of all customer data and customer interactions**, including complete visibility into all financial transactions and website interactions without any integration required. Now a single view of customer information is available to everyone in your company who needs it.
- **Allows you to sell to both prospects and current customers equally effectively.** Other CRM systems focus on managing prospects, and do not have enough integrated information or tools to manage and upsell existing customers.
- **Automates the entire customer lifecycle**, from a "suspect" browsing a business' Web site, to an interested lead, to a qualified prospect, to a customer who has actually placed an order, to servicing that customer and finally, to guiding that customer to re-purchase.
- **Allows salespeople to take real orders from customers quickly and easily**, with an integrated Order Management system.
- **Shows full purchase histories for your customers** without requiring complex integrations with your accounting/ERP system.
- **Includes powerful, automatic upsell and cross-sell capabilities**, helping you to help you sell more—and more effectively—to your existing customers.
- **Offers complete Partner Relationship Management.** Now you can treat your channel partners as an extension of your direct sales team—seamlessly.
- **Tracks commissions automatically and accurately**, without requiring you or your salespeople to use spreadsheets.
- **Fully encompasses the Web and e-mail marketing.** NetSuite CRM+ incorporates your Web site into the selling process, by tracking all customer interactions on the Web and by providing a comprehensive self-service customer portal.
- **Provides better, more accurate forecasts.** Booked orders can be finally seen in forecasts, your forecasts have greatly increased reliability, predictability and accuracy. And the "actuals" information in forecast vs. actual reports is now based on real sales data.
- **Shows you true marketing effectiveness and ROI.** Other CRM systems do not capture the details of what a customer has purchased, they frequently provide incomplete and incorrect results for marketing and sales campaigns. With no record of what or how much has been ordered by each customer, marketing has no way to know if the leads generated are actually converting to customers.