

Reference



**CAS genesisWorld**

CRM + AIA<sup>®</sup> for small and medium-sized companies





» The ticket processing in our CRM software is at the heart of our business. «

Thomas Ludwig-Eisenmenger, Managing Director



### Industry sector

Information technology services

### Requirements

- Comprehensive management of customer addresses/contact persons
- Central time recording system for technician time sheets and evaluations
- Appointment management

### Benefits and Advantages

- Helpdesk maximizes efficiency of service requests thanks to support ticket automation, error messages, inquiries and so on
- Dossier provides a 360-degree overview of all interactions thanks to direct ticket linking of customer addresses/contacts
- Leaner process with integrated time recording system for the creation of technician time sheets
- Transparent project controlling, reporting and analyses
- Improvement of time management by identifying remaining capacity
- "Thinking" assistants, for example, reminders for appointments and soon to expire licenses
- Greater employee satisfaction thanks to efficient support for cross-departmental collaboration



### Project data

- CAS IT-Services

### Customer

- DEXA-IT GmbH, [www.dexa-it.de](http://www.dexa-it.de)
- IT consultants
- Established in 2018
- 16 employees

### CAS genesisWorld

- Professional customer management
- Supports internal processes, increases efficiency
- Specially designed for the requirements of SMEs
- Mobile CRM solutions with CAS SmartDesign for smartphones, tablets and browsers
- Very good price-performance ratio
- Flexible, easy to integrate, extendable
- Established product – winner of several awards
- Over 200 CRM specialists provide on-site support
- Being used successfully by more than 30,000 companies

## Contact and Consulting



servandis GmbH  
28217 Bremen  
+49 421 390462-0  
[www.servandis.de](http://www.servandis.de)



[www.cas-crm.com](http://www.cas-crm.com)