

ReMAP: Management & Analytics Platform for Retail Services

TURNKEY SOLUTIONS

ReMAP's entire solution package includes lead generation, call center management, distributing the lead, turning the lead into a sales order, configuring the product or service being ordered, and then coordinating logistics to fulfill the order material and/or service. Behind it all is our Analytics Management System to give you the intelligence you need to run your business .

SOLUTION PORTFOLIO

- Digital Lead Generation (LMS)
- Lead Distribution
- Sales Management (SMS)
- Product Configurators
- Fulfillment Management (FMS)
- Analytics Management (AMS)
- Global Trade, FTZ (FTZSoft)

BENEFITS

- DRIVE LEAD FLOW
- INCREASE CONVERSION
- GROW SALES
- FULFILL EFFICIENTLY
- ANALYZE BUSINESS

WORKS WITH Five9®

ReMAP: LMS works seamlessly with the popular Five9® cloud-based IVR platform.

For more information please visit www.remapweb.com
www.nathanresearch.com

ReMAP is a web based software portfolio of solutions (software-as-a-service, SaaS), a Management and Analytics Platform covering all aspects of operations of a retail services business which involves – Lead acquisition, Lead Management, Sales Presentation , Pricing and Consultative selling of services and Fulfillment involving procurement of Materials and Labor to complete projects. The complete portfolio addresses the entire business needs and workflows for such businesses and is architected into into five major components – LMS, SMS, OMS, AMS and MDM. Typical use cases involve Home Remodeling, Construction, and Telecommunication/Home Theater installations which involve the material purchase, installation labor scheduling and project coordination.

ReMAP:LMS is a lead management system that accepts leads via multiple channels such as Call Centers, CRM systems, Storefronts – Physical and On-line, Scheduling systems, Affiliate Marketing sites etc. LMS manages the inbound and outbound lead flow through configurable workflows and business rules for agents and supervisors at a call center and organized into Scheduling, Re-Scheduling and Confirmation phases. It has built in APIs to exchange lead data with external sources.

ReMAP:SMS is a sales management system which takes all the confirmed leads, distributes it to the field sales force, enables the field sales force to assign leads to specific sales reps (Sales Rep assignment), allows the reps to present products to customers, configure and price the products, create sales orders and disposition the status of customers appointments ('i.e 'Resulting' by field sales). The application can be run on mobile devices.

ReMAP:FMS is an order/fulfillment management system which provides a platform to generate material and install orders on sold jobs. It allows for th tracking of orders through its life from the time of issue of material orders to receipt by vendors, and status of material production, shipments, delivery and installation.

ReMAP:AMS is an Analytics and Reporting module which allows the business to look at the health of the business across various functions – leads, sales, installs across multiple dimensions – product, geography and timeframe, dynamically through a web based interface, perform ad-hoc analytics as well as define and track key performance metrics for daily operational decision making.

ReMAP:MDM is the master data management system which maintains all master data for the platform – Products, Geography (Stores, Coverage Territories, Lead channels , Organizational structure, Roles, etc)

Features

- Cloud Based SaaS solution
- Configurable to meet your specific workflows and scenarios and budget.
- Architected to work in individual modules or integrated
- Robust analytics delivering key business intelligence
- Interface with external systems though XML or JSON APIs.
- Secure provisioning through role based access permissions
- APIs to interface with external systems

