



# Support: What do you get?



## With Avrion Support you are all SET

When you have Avrion Support, we look after your:

- System
- Evolution
- Technology Innovation

In its simplest form, our support is all about your **system** – how it's performing, helping users, enhancing configurations, admin and all that day-to-day stuff.

The second strand is your system's **evolution** – how it can work to improve your company's performance, address those pain points or bottle necks, and expand the ways that CRM can help you.

And thirdly, as your Technology Partner, we look at taking you forward with some **clever innovation**. It doesn't have to mean lots of money and time, but it will guarantee to **save** you lots of time and money.

WE WANT YOUR CRM SYSTEM TO  
WORK FOR YOUR BUSINESS.  
THAT'S WHY WE HAVE

**300+**  
CUSTOMERS

## The three core elements in more detail

### System:

We understand CRM and how it works. We don't want you to just have it "out of the box". **We want the system to be streamlined for your organisation**, because each business is unique.

We will help you to set up the fields, agree how you manage your leads and configure your opportunity process.

But we don't just do this once. That's what support is all about – **our continued support is to make your system work the best for you**. To adapt it when change takes place in your workforce or business processes, during acquisition and growth periods. Improve configurations, put in upgrades, add data.

### Evolution:

**Avrion gets to know your business extremely well.**

We help you to work out where you can improve your processes, and how your systems and CRM can be part of this.

**We help you with priorities.** What are the easy wins for users, for reporting, and where can we make gains most economically? Can we link with your finance system for greater transparency and simplified processes?

We can make your system a live and ever-improving platform that works alongside your other back-office systems for the best results.

### Technology Partner:

We include this as part of your support package because this is what we do – we partner with you to look at innovation through digitisation to **help your business move forward**.

It's not just CRM to hold data, to record opportunities, to manage pipelines, to create reports for management, to manage your leads, your data, your marketing. It can be so much more than that.

With us at your side, it's **a two-way relationship** – you come to us with questions and we suggest ideas. Like a quoting tool or a orders portal with automated reminders, or an online customer portal linked to your operational and finance systems, and how to automate repetitive tasks.

**We don't create tiers – all our customers are important.**

## All our customers are important

Our support package makes you more efficient and future-proof with digitisation. It's about money saving initiatives and data integrity.

We will share updates and innovation way beyond other providers' support packages.

