

escrm

created by

TTS

COMPANY DETAILS

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escrm uses an INFORMATION
SECURITY MANAGEMENT SYSTEM
which complies with the
requirements of AS/NZS ISO/IEC
27001:2006

Microsoft
GOLD CERTIFIED

Partner

escrm

YOUR COMPLETE EMPLOYMENT BUSINESS SOLUTION

• CRM • Intranet • Reporting • Analytics • DEEWR Integration

Microsoft
GOLD CERTIFIED
Partner

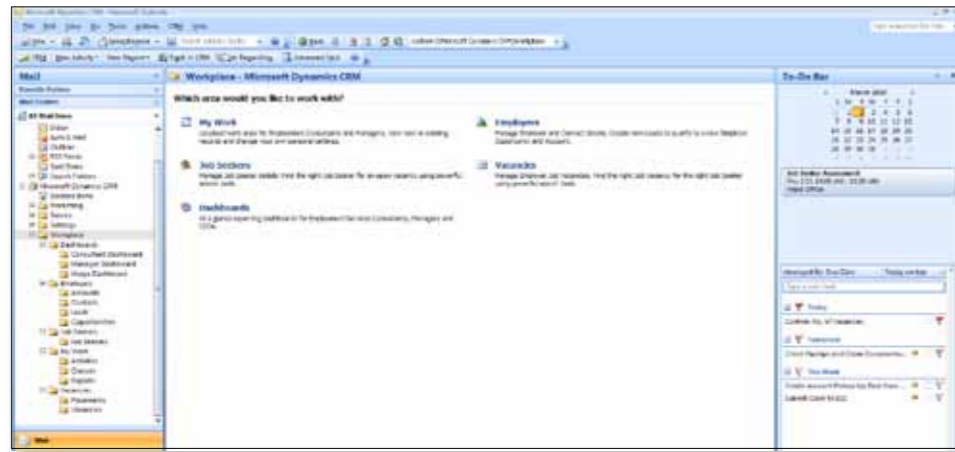


- Industry leading Microsoft solutions that integrate with DEEWR (EA3000, ESS, and BDF supported)
- Manage your JSA / DEN contracts with Microsoft Outlook
- Track and manage all activities and information
- Save time and money by automating manual tasks with powerful Workflow and Intelligent Forms
- Forecast claim revenue with powerful Dashboard Reporting and Analytics
- Install locally, or host in our secure ISO accredited data centre with guaranteed 99.9% up time and 24*7 support (additional ISO support and consultancy can be provided if you decide to host on site)

Call us Now on 1300 667 577



escrm provides power to Consultants and Managers to really support the government contract. Activities are controlled and optimised which saves time on processing. Simply match the right job seeker and track time spent with job seekers through the in-built caseload and activities. Capturing job seeker notes has never been simpler with the option to upload if you choose! BDF imports are automated and diary sessions linked seamlessly to what you see in Outlook. All outcome and reverse marketing data is captured as part of the job seeker journey or DEWR integration, no need to enter in twice!



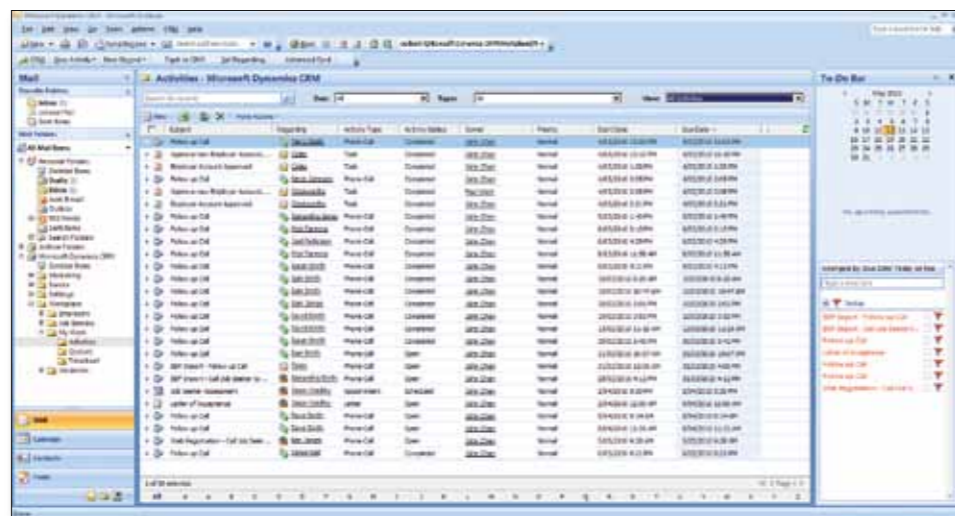
FEATURE SUMMARY

- Custom Customer Relationship Management (CRM) tailored to meet the needs of your individual business
- View all your activities with added security and detailed reporting to support claims
- Work collaboratively across multiple sites and regions
- Seamless Integration with Microsoft Outlook
- Integrates with ESS
- Powerful in built Job Seeker/ Job Vacancy search, notice board and matching
- Personalised Reporting Dashboards for Consultants, Managers, and CEOs
- Powerful Customisable Reports
- Business Process Automation & Workflows
- Dynamic Online Job Seeker Assessment forms
- Vacancy and Placement integration to support processing of JS/ES claims
- Powerful Enterprise Search
- *Integrated Job Seeker Web Registration
- In-built Marketing tools
- Business intelligence and reporting (CEO or Consultant dashboard)
- Create and manage targeted Marketing Campaigns
- Post placement support service desk
- Manage work experience and work for the dole programs
- Manage job seekers through their lifecycle from Centrelink right through to placement
- Configurable in built business rules which support contract amendments
- Integrated job seeker training and schedule management
- Provides powerful support for placement activities
- Minimal training required – synchronises with Outlook

CASELOAD MANAGEMENT

Create new activities for job seekers. Track activities or caseloads against each job seeker at the click of the button, or report on 'all activities' at a group / branch level. All activities including setting up work experience, completing an assessment, or placing the job seeker, can all be tracked and reported at a consultant or management level...

All time spent with a job seeker can be recorded and reported on within the reverse marketing module, again making the claims process seamless.

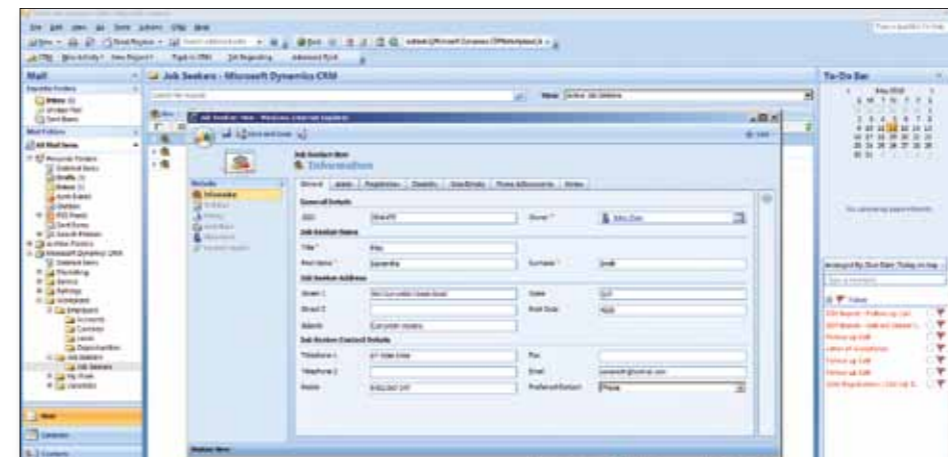


SEARCH

Enterprise Level search, gives you 'Google like' power inside the CRM. Search text embedded inside documents and forms and return all results to one location. Search any document linked to Job Seeker/Employer via outlook.

JOB SKILL MATCHING

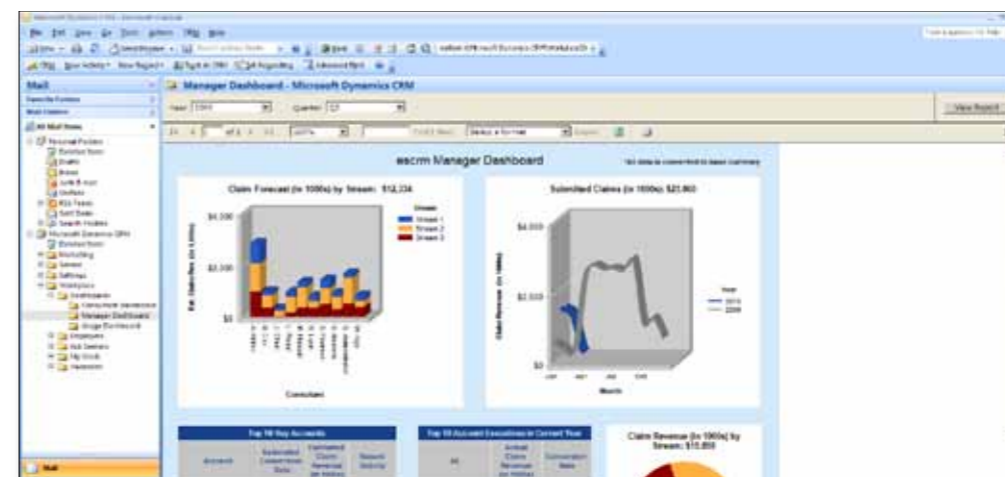
Complete Job Seeker Assessments easily with the in-built Online Forms. Then at the click of a button, all open vacancies for your account are displayed. Search or match employees to the right job based on preselected skill criteria.



MY DASHBOARD

Each dashboard is unique to the user and comes with powerful in built reporting. Simply glance at your key KPIs to view your sales pipeline, or view other KPIs:

- Financial performance by region
- No of outbound calls or emails per consultant
- No of successful placements against each job vacancy to support your claims process
- Reports can be synchronised between escrm and Excel (pivot tables), allowing manipulation within a familiar tool
- Average placement length by job seeker
- Custom reports available on request*
- Number of job seeker assessments
- Track Reverse Marketing in real time
- Track when a job seeker fails to meet an appointment
- Easily identify your job seeker potential claim eligibility based on in built business rules e.g. Full Outcome Provider Brokered - FO(PB)



JOB SEEKER MANAGEMENT

Forget the laborious task of double handling or tracking time spent with job seekers. Activities can be automated to help you better understand the needs of your job seekers. Managers and Consultants know exactly how long it has taken to place a job seeker with an employer.

ESS → JOB SEEKER IMPORT → ASSESSMENT → ELIGIBILITY → VACANCY MATCHING → PLACEMENT = CLAIM

TRAINING MANAGEMENT (RTO)

Specifically designed to help you manage your RTO obligations and track 'all' training activity against the job seeker. Manage Courses and Job Seeker Registrations in one central location. Create new Course Modules, Course Attendees, Course Resources, Training Rooms and Locations, Track Budgets and Funding. Full External Website Integration which lists all Course Schedules and Registration details.

BUILT IN WORKFLOWS

Want to save time? Our existing work flows are already automating and speeding up your business processes such as approvals.

CUSTOMISATION

Easily create your own custom forms and attributes. Start capturing and tracking new information straight away. Create your own custom reports to pull in related information to make better informed decisions. escrm takes the emphasis away from relying on technical IT to perform necessary customizations and puts the power in your hands.

WHAT DO WE GET?

- Rapid implementation simply purchase our out of the box solution and we'll install at your site or in a secure hosted environment.
- Proven technology and supported framework powered by Microsoft Dynamics CRM 4.0 and Microsoft SharePoint 2007 provides seamless integration and reduces the stress of training during the adoption programme.
- Fully Integrated with Microsoft Outlook so accounts and activities can be managed with pure simplicity.
- Available out of the box or with customisation* Customisation options available to suit each business, alternatively take our standard product.
- Multiple Hosting and deployment options tailored to your business needs depending on your infrastructure requirements, or simply host with our 24*7 ISO Certified Data Centre.
- No software to download all updates are taken care of as part of our SLA.
- Microsoft Supported Technology which is easy to upgrade and integrates easily with other systems.



NEXT STEPS

Want to Boost your productivity and save money?

Simply register online at www.ttsolutions.com.au/escrm for a **FREE** no obligation demo and complete our infrastructure assessment questionnaire.

OR

Alternatively contact our Business Development Manager on;

Phone

1300 667 577

Email:

info@escrm.com.au

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