

it.digital suite

Integrate and Optimize All Sales and Service Processes





In modern business, only those who act fast stay ahead of the competition. For this reason, it's crucial for sales representatives and service technicians to be able to access all relevant data when it's needed – both online and offline.

Robin Hartmann, Business Development Manager – Innovation & Portfolio, itelligence AG

The All-in-One Suite to Improve Sales and Customer Service

A Single Source of Truth for Customer Experience

Having a clear overview of all sales and service data helps companies deliver excellent service. After all, in the digital age of business, customers demand accurate product information and fast response times. Imagine a platform that puts all relevant information at your fingertips – wherever in the world you might be. it.digital suite integrates all aspects of your commerce, marketing, service, and sales operation into the familiar SAP environment.

The suite comprises it.digital sales, it.digital service, and it.product catalog. An application that can be used across multiple departments, it.digital suite assists your enterprise and helps improve data management, employee efficiency, and in turn, customer satisfaction.

Achieve a Panoramic View of the Customer

it.digital sales offers you a 360-degree view of each customer. At the touch of a button, you are able to manage quotations, check order history, and enable sales opportunities. What's more, the addition of an 'Order Management' feature means you can input orders directly into the AddOn – allowing you to revise prices and determine the condition of a product. Manage and develop your leads within it.digital sales – from the initial contact to the finalization.

A Foundation for Excellent Customer Service

it.digital service increases the efficiency of your customer service management. Capture and store service notifications, transfer data between employees, and maintain an overview over complaints. You can also manage all related customer, order, and equipment information at a glance, saving valuable time and creating more freedom for you.

More than

120

companies
already trust in
it.digital suite

Transparency over Sales and Service Data at All Times

it.digital suite can be integrated seamlessly into your existing SAP ECC or SAP S/4HANA platform. Its user-friendly interface is easily navigable, and you can gain quick access to real-time sales and service information. The times of redundant and dispersed information are over! Additionally, it.digital suite offers a useful function for computer telephony integration (CTI). It also includes mobile and offline optimized Apps for sales representatives and service technicians. What's more, it.digital suite is fully compatible with Microsoft and Lotus Notes.

Key Benefits of it.digital suite:

- Integrate it.digital suite seamlessly within your existing SAP ERP or SAP S/4HANA landscape without any middleware.
- Access relevant information within one solution and one user interface.
- Optimize data quality with a single source of truth.
- Customize your platform to your specific needs via the integrated layout manager.

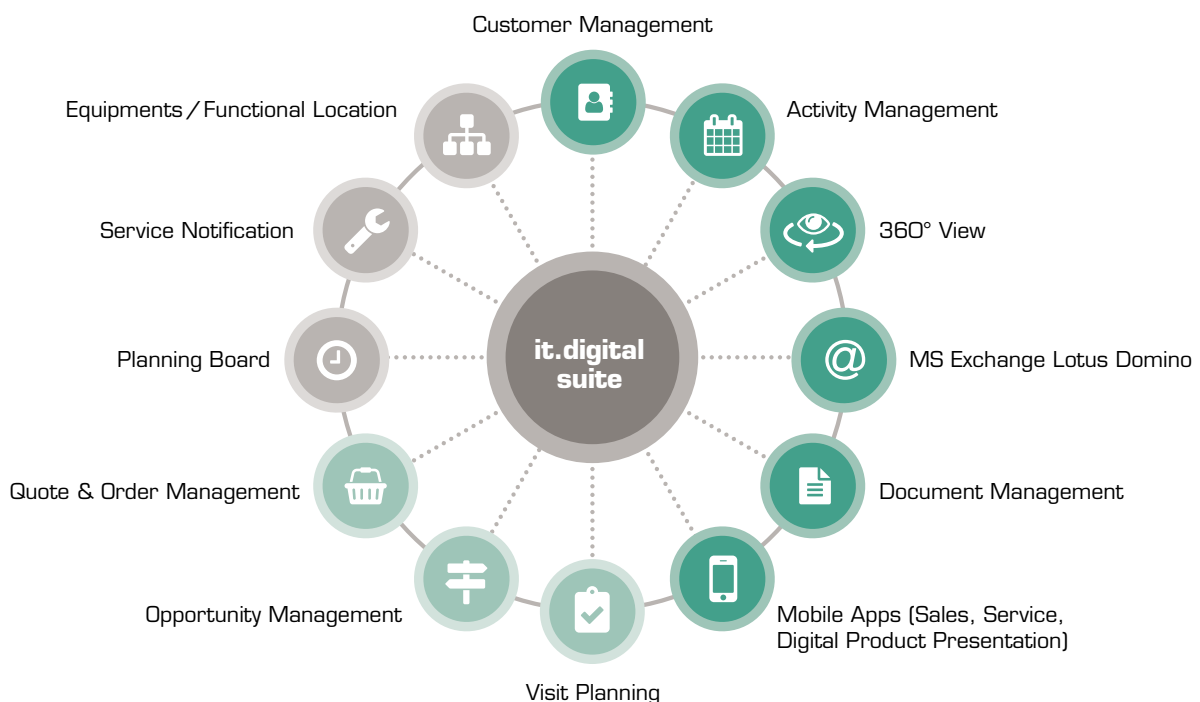
Key Benefits of it.digital sales:

- Manage customers, appointments, leads, opportunities, sales data, and documents from a single source via a user-friendly interface.
- Transfer your appointments and tasks with a single click to your MS Exchange or Lotus Domino account.
- Plan your sales activities with a graphical visit planning tool.

- Create complex sales quotations with variant configuration.
- Create reports and forms with the built-in report engine.
- Enhance your visits with digital product presentations and mobile order taking.

Key Benefits of it.digital service:

- Manage service notifications, service orders, equipment, functional locations, and documents from a single source via a user-friendly interface.
- Access customer- and service-related data at all times – online or offline.
- Dispatch your service technicians based on their capabilities and availability by utilizing the planning board.
- Manage the time and material recording of your service technician mobile and create directly a service report.





itelligence has the experience and expertise to assist your enterprise in leveraging the potential of digital business solutions.

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