

A Multinational Corporation Empowers its Workforce with OnTheGo® Mobility



Background

The client is a multinational corporation that needed to mobilize its 700+ sales employees by providing SAP CRM functionality on the road.

Client Pain Points





The client needed SAP CRM Account/Contact Management and Leads Management on their mobile devices along with the ability to capture incoming and outgoing emails and phone calls from clients as activities in SAP. The sales team also needed the functionality to dynamically check the status of sales orders and service tickets for their customers while on the road.

Nsight Solutions

Nsight's in-house solution OnTheGo® provided a flexible and scalable solution to the sales team's problems. The application provided ease of use by seamlessly integrating with iOS, Android and Blackberry mobile's native applications. OnTheGo® allowed the sales force to capture incoming and outgoing emails, phone calls, and SMS texts as activities with minimal data entry. Since OnTheGo® is highly configurable, Nsight was able to easily enhance the application to include custom SAP fields and modules in a short span of time. With the click of a button, the sales team was now able to maintain leads, interaction histories, tasks, and much more.

Business Benefits

By leveraging the capabilities of OnTheGo®, the client was able to:

-  Empower its sales force with the ability to check the status of orders and service tickets, maintain leads and other functionalities
-  Provide its sales force with a unified user interface
-  Integrate customer information from SAP CRM to its sales force's mobile devices
-  Increase ROI and reduce TCO



4633 Old Ironsides Drive
Suite 315 Santa Clara CA, 95054
Ph: +1 408.748.0130
Fax: +1 408.716.3010