

D A M O V O

Video and e-signature
solution for contract renewal



Change Driver

A manufacturer of printers, fax machines, copiers and scanners wants to increase the productivity of its sales organization.

The main aim is to optimise the process of standard maintenance contract renewals. Currently every 2-3 years these renewals take considerable time and effort, involving meetings and site visits, for what should be a relatively simple contract extension with a few additional requirements.

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Damovo Approach

To streamline this process a video solution was implemented in the contact centre.

Manufacturers and customers now have the opportunity to discuss the extension and renewal of contracts with the contact centre agents via video conference.

The CRM solution is integrated with the manufacturer's calculation tool so that change requests can be incorporated into the newly created quotation immediately.

An e-signature solution then makes it possible for the customer to sign the contract – thus completing the business transaction in a matter of minutes.



Customer Value

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How the **customer** benefits

The renewal of service contracts can now be completed in a fraction of the time.

Ad-hoc change requests can also be requested and incorporated within a matter of minutes - with the corresponding documentation produced and signed immediately.



How the **company** benefits

The introduction of the video solution in the contact centre saves the sales representatives from having to have multi-level discussions with the customer and a lot of travel time.

Customer satisfaction has improved as change requests are processed immediately.

All contract information is up to date and accessible at all times.