

E-commerce CRM⁺

Driving customer engagement

E-commerce CRM+ delivers a 360° view of your customers in one place, in order to consolidate sales & marketing efforts, whilst helping with inventory, billing and customer service.

The success of E-commerce companies depends on attracting new customers and how well they interact with potential and existing customers. E-commerce businesses strive to reach out to their clients, learn their preferences, and determine their needs to be able to directly market and drive sales.

E-commerce CRM+ has the power to harness your customer data so that you can gain insights into customers' behaviour, social experience, and purchasing habits - which gives your website the power to improve your offerings and increase your sales. With this kind of valuable market information, your e-commerce website or app is sure to expand rapidly in your chosen market. With the **All-In-One** E-commerce CRM+ System, we integrate the online shop to your website, you are able to easily manage the content with the CMS, offer different payment methods to your clients, learn about the customer to create more engaging marketing strategy, boost sales with automated lead generation, manage inventory, automate billing processes and create invoices, and excel in customer service with AI chatbot with FAQ behind.

Challenges

Ecommerce CRM+

GAIN INSIGHT

You would like to know more about your customers, i.e., shopping habits, interests, shipping preferences.

With the CRM+ insight, you will have a 360° view of your customer, and with the help of reports and analytics, you will easily build engaging marketing and sales strategies.

RE-ENGAGING CUSTOMERS

You want to engage your customers and grow your sales rapidly.

Encourage your customers to make extra purchases by personal coupon codes, newsletters, loyalty points, and notifications about discounts.

AUTOMATED LEAD MANAGEMENT

You want to effectively monitor and re-engage customers who drop off.

Map your customer journey easily and plan strategical automated email campaigns (i.e., if customers don't finalise purchases, a reminder email will be sent).

CUSTOMER SUPPORT

You want to provide full customer support.

We offer powerful toolkits for interacting with your customers. That is, chatbots allow you to greatly improve customer service.

ALL-IN-ONE SYSTEM

You want to save time by having everything in one place

The CMS, CRM, inventory, and billing process are built into the system so that you can handle everything in one place.



Customer First

At zehnplus, we put the customer first; therefore, we start each project with analysing and designing the customer interaction points to ensure maximum customer engagement.



Future Proof Technologies

We have in-depth knowledge of digital, artificial intelligence (AI), and transformational technologies. All our custom developments and products have at the core our unique data distribution engine, called Wisdom Integration Engine, which is driven by the latest AI technologies and digital solutions.



Experienced Professionals

zehnplus has a comprehensive service portfolio and highly experienced development team to effectively support your company vision from the idea till the successful launch – and beyond.



Our Methodology

zehnplus has profound knowledge and experience with professionally managing digital projects of various kinds in different business areas. To ensure your success, we use agile and classical methodologies.

Process of building/integrating E-commerce CRM+

zehnplus has a comprehensive E-commerce with CRM portfolio and highly experienced developers to effectively support you. We deliver projects using agile or classical methodologies, tailored to match your goals and operations. Profit from our unique mix of zehnplus knowledge and the latest technologies to ensure success.



Target

Understanding your company's current situation and defining goals

- Focus areas and processes in the organization
- Weaknesses and challenges of the status quo of the E-commerce CRM system
- Goals of the new E-commerce CRM solution

Leverage existing systems, tools and processes

- Planning and adjusting goals and detailed user stories, estimating and prioritizing
- Continuously test features with closed user group and adapt plan



Plan & Test



Integrate & Optimise

A step by step integration and adjustments of E-commerce CRM solution

- Adjusting the existing systems
- Introducing the new technology and processes
- Continuously test and optimize features

We are your partners before, during and beyond the the project

- We offer tailored maintenance plans, support and provide the technology for an E-commerce CRM solution



Maintain & Support

Why zehnplus?

Enthusiastic strategists, designers, and developers who use their long-standing technical expertise with a lot of love for the highest possible customer satisfaction since 2008.

- We have **in-depth knowledge of digital, artificial intelligence (AI), and transformational technologies.**
- All our custom developments and products have at the core our **unique data distribution engine**, which is driven by the latest AI technologies.
- Customer focused, we start every project with the **Customer Interaction** analysing and design to ensure maximum customer engagement.
- **High project management standards** and experience in the use of **agile** project methods.
- For your project success **we always go the extra mile** and support with our fast and dedicated customer support.
- We pride ourselves on providing our clients with **no hidden costs** and **no vendor lock-in.**

Our Mission

We enable companies throughout the world to realise their full potential.

Our Vision

We deliver applicable innovation to make companies' lives easier.

Selected customers



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