



7
OFFICES

IN
3
COUNTRIES

ESTABLISHED
COMPANY IN
2001

IN
2005
BECAME SUGARCRM
PARTNER

PROVIDENT CRM - WHO WE ARE

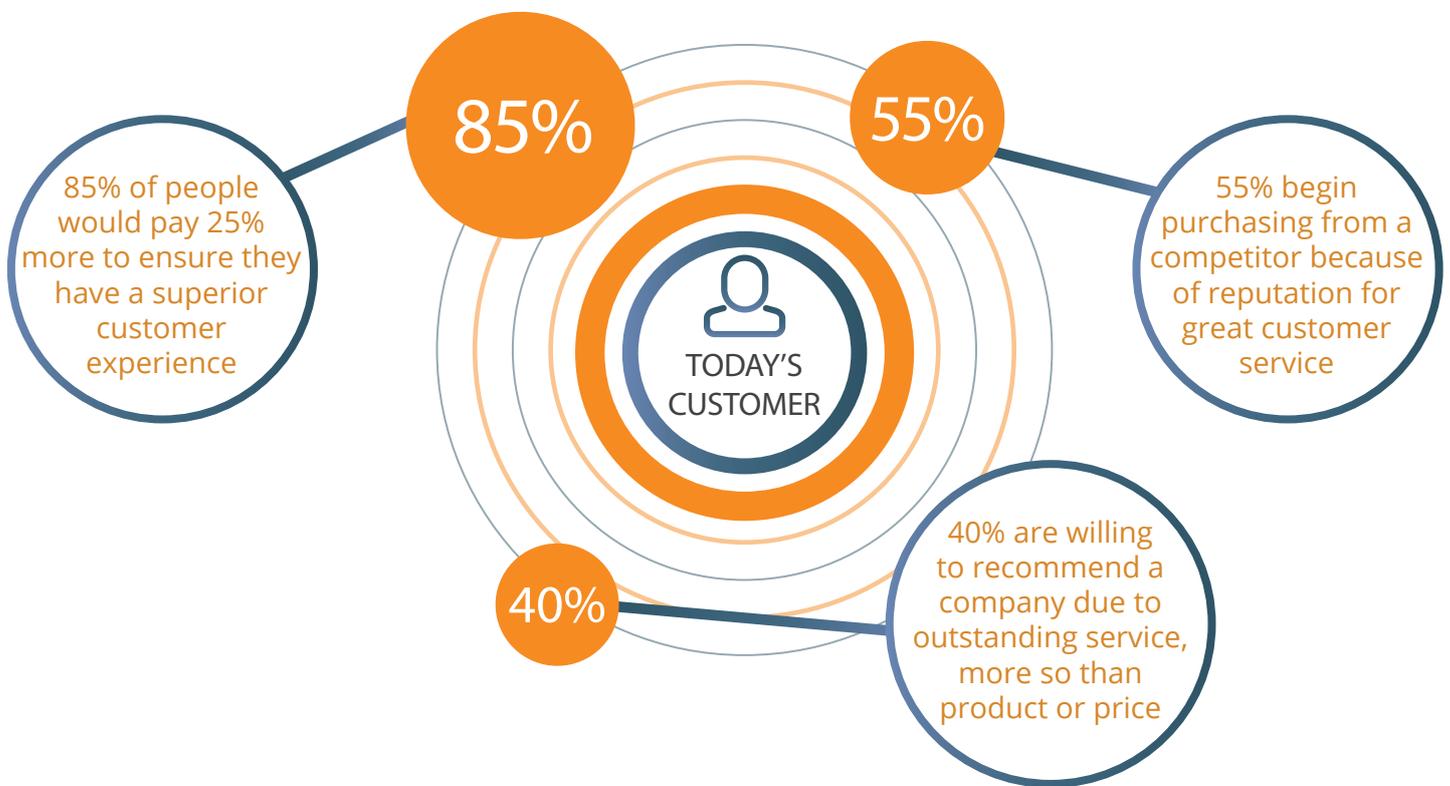
Provident CRM is a global CRM consultancy specialising in Sugar, business process improvement tools and systems integrations. We are among the top SugarCRM partners worldwide holding Elite Partner status.

With offices in Dublin, Cork, Mullingar, London and Manchester, we have shared our experience and knowledge with organisations across Europe in both the public & private sectors. Partnering with our customers, we focus on delivering value, sustainability, efficiency and productivity.

We will help you implement solutions that are designed around your ideas, your needs and your business. We also keep our clients up to date with any new developments that we feel may benefit their business. Should you need us to completely manage your system and roll-out, or simply bring you to the start line, we can help.

WHY DO YOU NEED A CRM?

The modern consumer is a very different creature to the consumer of the past. Markets are more competitive than ever, and customers are more savvy when buying new products. Customer relationships are one of the most important parts of any business, but the more a business grows, the harder it gets to manage those relationships. This is exactly what a CRM is designed to do.



LOOKING AFTER EVERYONE

There are many different areas in a business that interact with customers: Sales, Management, Support and Customer Service.

The problem is that all of these departments are keeping track of only their interactions with the customer. They're all using something different. None of these systems are connected to each other.

Provident CRM has the solution to help you, and your business, step into the future.

KEEPING EXISTING CUSTOMERS HAPPY

It is five times more expensive to gain a new customer than it is to keep a current one. This is a much overlooked figure when businesses consider future profits.

When your customers have already purchased from you on only one occasion, they have a 60% chance to buy from you again.



So when customers call, they may get treated like first time callers, when actually they're long time customers.

And the constant reintroducing and re-explaining of who they are, and what they need, gets really old really fast. And that's how you start losing customers.

A bad customer experience will lose 91% of your customers, after only a single instance. Provident CRM will help you deliver a more personal journey to the customer and help you ensure that they experience the highest level of customer service. Keeping your customers happy is the key to your growth.

STREAMLINE YOUR WORKFLOW

Sugar is an easy to use application that allows you to manage all your data from a single location. Sugar allows you to integrate all of the current practices you have in your workplace and organises all of your data into one place.

This allows you and your team to access every connection, every order, every support and, well really everything.



It's all right there in one safe place so that everyone on your team can have the exact same view of the customer, no matter who they contact, how or when.

Not only that but Sugar is also mobile. Regardless of where you are you always have access to all this information. Sugar even integrates Social Media to make for a more personal experience.

Sugar eliminates confusion so that your whole team can work together seamlessly.

YOUR BUSINESS AS A SINGULAR TEAM

Sugar has one more ace up its sleeve to help your business moving forward. Sugar is an open platform. What this means is that you can add custom modules where you need them. It also connects to finance, accounting, enterprise resource planning (ERP), sales compensation, marketing and all that other stuff that you already use in your business today.



Sugar actually adapts and grows as your business evolves and grows. Make your business life easier and get yourself some Sugar today.

LET US DO THE TOUGH STUFF

The best part about working with an elite SugarCRM Partner like Provident is that we have the experience and knowledge to customise Sugar into your perfect fit.

Our team are highly proficient in delving deep into the underlying code in Sugar and making any changes customers require. By using the Studio tool within Sugar, we can aid you in removing, renaming and adding fields. While the Studio tool can be used by you to customise the application, we offer a business analysis service as standard to scope out and implement these changes to ensure you get the most for your users and from your management reports.

WE MAKE SURE
OUR NUMBER

1

IS ALWAYS
YOU

IN OUR
10
YEARS

WE'VE COMPLETED
OVER
400
SUGAR INSTANCES

AND WITH

20

EXPERIENCED
DEVELOPERS

WITH MORE THAN

3000

HAPPY USERS
SO FAR



We have been helping businesses implement Sugar since 2005. Our team of highly skilled professionals are here to advise you on how to achieve your goals.

Call us today to talk about your options or visit us online to find out more.

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