

Automatic monitoring of your **SuperOffice** database



KnowledgeSync

For **SuperOffice**

Get a personal assistant who monitors all critical aspects of the company and informs you about activities on your leads and customers.

With KnowledgeSync your company has the opportunity to monitor critical aspects of your business. Get a tool which ensures your focus on the customers and automates scheduled reports without active participation.

Ensure constant focus on customers

KnowledgeSync is setup to monitor business critical figures when the module is implemented. This ensures that you keep an eye on criteria that are important to your customer. In the end this means increased focus on the customers and improved customer satisfaction.

Become pro-active instead of re-active

As reporting and analysis is done automatically you have the possibility to get ahead of picking up the pieces when an issue is discovered.

In other words KnowledgeSync gives the opportunity to make your procedures pro-active instead of re-active. To be pro-active means that the data you work with is "positive", as an issue is caught before it escalates.

Minimize loss on customers

If KnowledgeSync is setup to keep track on customers payment patterns the company gets the opportunity to minimize loss on customers. Again the keyphrase is pro-active business procedures catch a potential unsatisfied customer before the case escalates into a termination of subscription or similar.

Get access to standardized valid reports

As reports are generated from a set standard of data and on a pre-defined pattern, the company is supplied with a certainty that no deflec-

tion in the report will occur from time to time. You eliminate errors derived from wrong keystrokes and the computer does not care whether it is a "good" or "bad" report. A report directly to the involved, relevant employee also increase focus.

Use KnowledgeSync to:

- gather and update data for reports
- send weekly and monthly scheduled reports to internal as well as external people
- spot unwanted occurrences economical as well as in work processes
- remind employees about over due time limits (before the boss calls)

Cateringgruppen is a leading Danish player in lunch catering delivered directly at the clients address.

They employ 90 people and deliver daily 7.000 meals at customers all over Denmark. Today Cateringgruppen have a monthly gross income of 9.5 mio. Dkr.

"We have the certainty that the tasks get to the right person on the right time. At the same time we now have assurity that nothing gets lost in the controller's workload. We save a lot of time, personally it is 4-5 hours weekly on my week reports. It is also noticeable on the bottom line, in total I estimate our savings at around Dkr 800.000,- in the 1½ year period we have used the module"



Claus Kuno, Director



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