
Diverse servicii (conform descrierii)

I.D.: 6781667

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Termenul limita pentru depunere:

Descriere: An Post is seeking to enter into a single party Framework Agreement for a period of 3 years with an option to extend for a further 2 years to meet its requirements for implementation of a best-of-breed unified CRM solution, with associated phasing of the solution and support of the product beyond the initial upgrade. The current CRM system in use by the organisation has supported An Post for over 16 years since 1999. Its major functionality has been as a support and reporting tool for the Customer Service team within the organisation. An Post is seeking a sustainable, future proof and scalable CRM system that can be readily applied across multiple departments in the organisation, lending itself to improving the efficiency and profitability of Customer Service, Marketing and Sales, and supporting business requirements in Retail, Finance and other Operations divisions. An Post will seek to implement this solution on a phased basis. To achieve the programme objectives outlined above An Post are seeking to implement a best-of-breed unified CRM platform. It is understood that the CRM platform will act as an enabler but will in turn need to support current business processes as well as providing a basis for any future business level needs.
