

Customer Intelligence



With our **experience**,
With our **skills**,
we **support** you in the success
of **your** CRM solution.

Consulting

Prior to any CRM project, it is very important to establish a business purpose consistent with the Customer Strategy of your company.

Our target is to help you achieve this goal by analyzing the existing environment, interviewing key users and defining specific procedures. This mission leads to the drafting of a working document that can be used for the functional specifications of the project.



Integration

Our project teams, CRM specialists, are responsible for implementing the solution as it has been described in the consulting phase. This involves writing detailed specifications related to the CRM solution chosen, the settings and specific developments. It is also during this phase that we integrate the CRM application and your other applications, through modern mechanisms for exchange and data synchronization.



Support

To ensure the long term success of your CRM project, we have a long term relationship and support you throughout the deployment and use of the application.

Our consultants can then train users and system administrators, provide support, or assist you in the phases of maintenance and functional evolution of CRM.



**CRM Experts
Projects
France &
International**

About CARRENET

- 100% CRM activity : 20% Consulting, 55% Integration and support, 25% Software
- Our customers are SMBs and Large Accounts : 70% Paris area, 20% Rest of France, 10% Europe
- Some of our references : Apave, CIS Infoservices, ERDF, LexisNexis, Maltem Consulting, Quintess, Raymond James, Safran, Siemens, Systar, TDF...

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