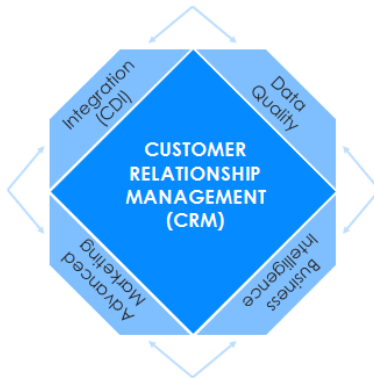




# SAM7: The CRM Specialists

## SAM7 – The CRM Specialists

SAM7 specialise in delivering cost effective, rapid and flexible Customer Relationship Management (CRM) solutions. We also offer a range of services to enhance your CRM including Data Quality, Customer Data Integration (CDI), Advanced Marketing and Business Intelligence.



## Do you use CRM – either Onyx OneServe or Microsoft Dynamics CRM?

As certified Onyx and Microsoft Partners we can help you maximise the benefits from your CRM.

Since SAM7's inception in 2001 our primary focus has been CRM. With our considerable experience we can help in a number of ways:

- **Professional Services:** Do you want to make changes to your CRM system, but don't have the technical skills or the time available? We would be delighted to meet and discuss your requirements. From small changes to large enhancements we can help – either on fixed price or T&M basis.
- **Support:** We can run a copy of your system on servers and provide second or third level support for your team. If you call our friendly team with a question or issue, we can quickly answer your questions using your actual environment.
- **Upgrades:** With new versions of Onyx OneServe (v6.0) and Microsoft Dynamics CRM (v4.0) available, we can help you to identify the advantages of upgrading.

## Working with Greenwich Council

SAM7 are working closely with Greenwich Council on their Onyx OneServe system.

**Greenwich Council** say: "We are pleased to be working with SAM7 to develop our Onyx OneServe CRM system as part of the modernisation of the delivery of Council services".

## Do you want to gain a single view of your citizens across all systems?

SAM7 are experts in Customer Data Integration (CDI) – a smarter integration strategy.

Using CDI we can create and maintain "golden records" for your citizens. These "golden records" can be used to ensure that all your citizen centric systems contain a consistent and reliable view of your citizens.

We have considerable experience in using Microsoft BizTalk and Datanomic to implement CDI systems, in conjunction with Onyx OneServe and Microsoft Dynamics CRM.

## Do you want to understand and improve your citizen data quality?

We are a recognised partner of Datanomic – providers of fully integrated, easy to use, enterprise data quality management software. Using the powerful Datanomic product suite we can help in identifying, understanding, fixing and preventing erroneous and duplicate data issues.

## How can SAM7 help you?

At SAM7 we always create detailed proposals, typically accompanied by fixed price quotations, for any work we undertake. That way you know exactly how much a piece of work will cost you before committing any money. We always strive to build strong, professional and enduring relationships with our customers.

For more information please see:

[www.sam7.co.uk](http://www.sam7.co.uk), email [enquiries@sam7.co.uk](mailto:enquiries@sam7.co.uk) or call 0800 0935185.

