

Customer Relationship Management (CRM)

“Making each customer interaction satisfying and profitable is the ultimate benefit of a well-integrated CRM solution. It’s the key to success for any business.”





Microsoft CRM

As a **Certified Microsoft CRM Partner**, Groupe SCI expands its reach and offers its solid CRM experience to small and medium-sized companies. Our Microsoft-certified system architects, business analysts and integration specialists add value throughout the integration process.

Microsoft CRM can help organizations make well-informed decisions, improve sales effectiveness, and provide superior customer service; resulting in more profitable customer relationships. Microsoft CRM is built on Microsoft .Net technologies, allowing you to easily deploy, customize, and access from both Microsoft Outlook and the Web. This is the ideal and affordable solution for any enterprise whose business success relies on attracting new customers and retaining existing ones.

Through our dedicated R&D Lab, we develop complementary software to enhance the functionality of your Microsoft CRM solution. We also play a significant role in adapting MS-CRM to the requirements of vertical markets such as the life science industry.

Siebel

As a **Siebel Consulting Partner**, the Groupe SCI team includes Siebel-certified consultants who have undergone extensive training (Core Consultant Course) in order to offer clients the highest level of CRM business and technical expertise. With their complementary skill sets, our Siebel team members provide valuable guidance and assistance with every phase of a project's lifecycle, from needs analysis to solution design, configuration, testing, delivery and training.

All aspects of your technical needs are covered with Groupe SCI, including:

- Workflow
- Assignment manager
- Actuate reporting
- Configuration
- EAI & EIM
- Upgrades

Our extensive experience enables us to rapidly understand your requirements and translate them into an inspired solution that fits your unique business needs. We have developed CRM expertise in a variety of industries with a specific focus on life sciences. On-site consultants support you throughout the implementation process and on an ongoing basis as your company grows and its CRM strategies evolve. At every step, Groupe SCI is committed to providing you with the right resources and solutions at competitive rates.

Enterprise Resource Planning (ERP)

“ERP applications are designed to automate and streamline a company’s key business processes, generating substantial efficiencies along the way. Our goal is to ensure your ERP solution delivers on this promise as quickly as possible.”





NAVISION[®]
The Way to Grow

Microsoft
CERTIFIED
Business Solutions
Partner

PeopleSoft.

Microsoft Navision

As a **Microsoft Business Solutions-Navision Certified Partner**, Groupe SCI brings its broad ERP expertise to the world of small and medium-sized enterprises. Our product-certified senior consultants can help you optimize Navision, an excellent business management solution for growing organizations.

Navision delivers integrated functionality to increase productivity and support financials, supply chain management, CRM and e-commerce. As a Microsoft Business Solution, it offers complete compatibility with Microsoft Office Suite, SQL Server, BIZ Talk and other Microsoft products.

Designed specifically for medium-sized organizations, Navision lets you pay only for the functionality you need today while allowing you to scale up as your business evolves. More than 34,000 companies in 30 countries use Navision every day.

PeopleSoft Enterprise One

J.D. Edwards

The implementation of an ERP solution constitutes a major investment of both funds and resources for any company. Over the years, Groupe SCI has successfully managed numerous ERP integration projects, enabling clients to generate a rapid and attractive return on their investment.

Our in-depth, up-to-date knowledge of the latest releases of ERP solutions such as J.D. Edwards (One-World & World) allows us to add significant value at every phase of your project's lifecycle. Our ERP resources include:

- Project managers
- Business analysts
- Application consultants
- Technical consultants (CNC)

You can count on our experts to ensure the success of the following aspects of your ERP project:

- Technology architecture
- System architecture
- Needs analysis
- Training
- Implementation methodology
- Development

Other Professional Services

*“Quality professional services
are the key to a successful
information management
project.”*





Other Professional Services

The expertise and professionalism of our team of consultants give you access to the qualified and certified resources required to carry out your various information management projects. We are committed, at all times, to working with our current and future clients as business partners rather than a simple service provider. As a result, we are constantly driven to excel. Given this mindset, it is vitally important for us to meet our clients' various business requirements by giving them access to a team of consultants consisting of business, systems and technical analysts as well as developers with the skills needed to successfully carry out mandates entrusted to us.

Regardless of the project you have in mind:

- Acquisition of a new system
- Upgrading of an existing system
- Implementation of software solutions
- Systems' integration
- Development or optimization of business applications
- Project management, change management
- Business intelligence project (BI)
- Data warehousing, data mining
- And more...

Take the time to meet with us and see how we can help you successfully carry out your projects, regardless of scope.

Information technology is evolving at a rapid pace. To meet the needs of a constantly changing market, our consultants stay at the cutting edge of new trends and technologies, while maximizing the most of knowledge already acquired on proven technologies.

Our expertise covers a range of fields and applications including, among others:

- AS/400
- Visual Basic
- DBA
- Siebel Solutions
- Peoplesoft World
- Peoplesoft Enterprise One
- MS-CRM
- Microsoft Navision
- .Net
- Biztalk

“Call SCI for access to competitively priced, quality professional services with a personal touch.”