

Berlin Cloud Know-how

We implement Salesforce successfully & fast.

As service and implementation partner, we have many years of experience in the implementation of IT and especially CRM projects. We believe that a CRM solution is not only a sales instrument, but also a supporting tool for all processes in which your customer is involved, such as sales, marketing, controlling, support, collaboration with other companies and more. We help you to optimize your processes for greater productivity in your business.

Our Solutions and Services

360° Sales Assessment

Our 360° Sales Assessment evaluates your business as a whole and provides an objective overview of the status of the company from a sales perspective. This assessment is essential to planning a successful optimization strategy – a corner stone for optimizing your business.

CRM Consulting

A comprehensive approach plays a key role in the appropriate selection of criteria for a new CRM system. We provide an overview of what these systems have to offer, so that you may decide on a sustainable strategic direction at an early stage.

Implementation of CRM Projects

We create and implement customized projects and solutions in the information technology department, focusing on CRM solutions from salesforce.com™. In addition to planning, implementation and customization we also offer training concepts and can help you further develop your CRM system.

Project Management

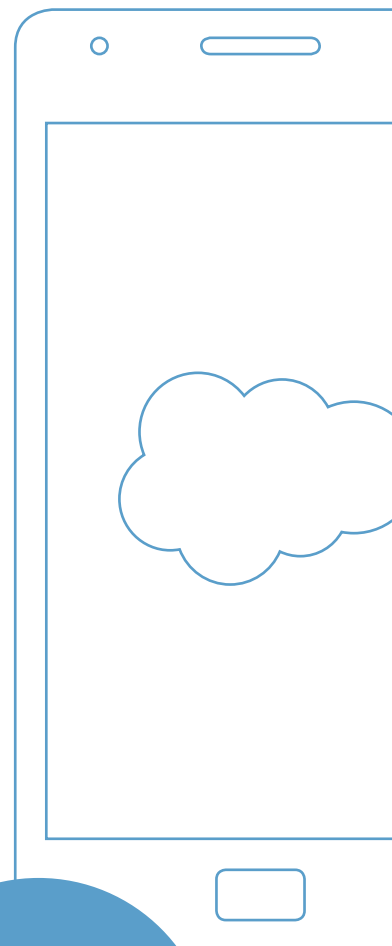
Our project managers have professional and international experience in conventional management consultancy, in IT business management as well as in company-wide software implementation project management and re-organization project management.

Interim Management

CRM projects are often re-organization projects in the company. We provide resources for strategic interim positions in sales, marketing and support when needed in order to ensure the progress and success of your project.

More Sustainability

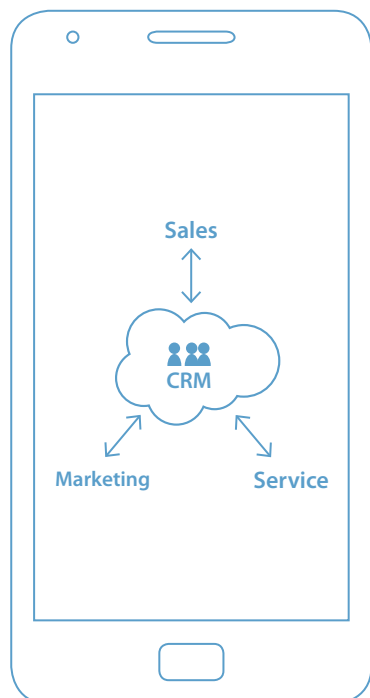
A new CRM system often requires a new way of working. The continuous review and targeted optimization of internal processes are important for the sustainable increase of productivity in your business as a long-term partner we can assist you in these tasks.



Contact us now
Success with Cloud Computing

www.yoursl.de

YOUR SL is your partner for cloud-based IT projects.



CRM – a winning customer strategy

YOUR SL is a consulting, implementation and optimization partner for your customer relationship management. We have, since 2006, successfully consulted, implemented and managed multiple IT and CRM projects and in addition to excellent IT know-how our team has long-term experience in the field of sales, marketing and support.

Customer relationship management (CRM) helps to position your company as an efficient and customer-oriented corporation and to distinguish your business from your competitors. To accomplish this, CRM optimizes all your processes related to customer interaction.

Whether customer data, business opportunities, campaigns, or service requests – everything you and your team need is managed centrally and is available from anywhere. To comb through several tables, emails and data bases is no longer necessary. A modern CRM can be adjusted exactly to your individual needs. You and your customers will notice the difference.

Professional service from a single source

Our extensive experience gained through multiple projects enables

us to apply CRM systems optimally. This vast wealth of experience equips us to offer training and support to help you to achieve the best results with these systems.

Our training team will enable you and your staff who will work with the CRM system to use it efficiently within a very short time. Most systems are easy to use for end-users – our training courses however ensure that you can make optimum use of all advantages.

Support for us means being fast and reliable whenever we are needed or required. Our service personnel are competent partners during both the implementation and the operation of your CRM solution. Our goal is to solve customer problems promptly and efficiently.

Mobile usage of CRM applications

CRM systems will adapt to the changes in the mobile world. The mobile office using the Cloud for sales and marketing professionals is already a reality. Smartphones and Tablet PC's are the number one access method to the Internet and external accessing of e-mails, contact and calendar functions are standard in many enterprises.

Mobile CRM has a lot more to offer with access to detailed customer

information, individual contact history, actual projects, sales possibilities and dashboards among other elements.

These applications are as user-friendly as normal PC or Laptop access because they use native mobile functions. Ease of use of the applications and simplified access to current data in standard quality are a driving force in the acceptance and usage of mobile CRM. The management of customers, suppliers and partners becomes more flexible with real time data available outside the office. Minutes of business meetings, notes, diagrams and quotations are available in the mobile office thus simplifying and accelerating the processes in customer management for the entire organization.

Mobile CRM applications will become the main tools for sales and service control for all companies who focus on strong communication and collaboration with their employees, partners, prospects and customer base. We support companies in the individual development of their own CRM strategy.

CRM and Social Media

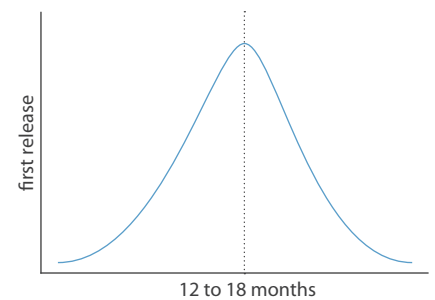
CRM applications will become social, supporting the connection between network profile information with existing and potential

customers. People using social media give a lot of information about themselves, connecting to their favorite products and brands. This information can be gathered and added to customer relationship management applications. Sales and Marketing managers can use this information to gain an insight into the interests and habits of their customers.

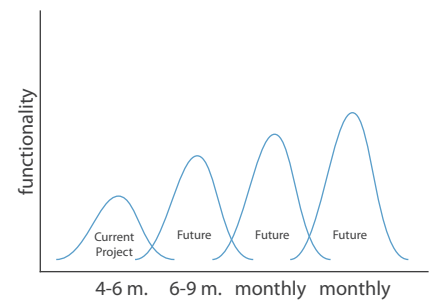
Several enterprises are already intensely using social media channels to access and tie in their target customer. In the framework "Monitoring social media" companies can analyze critic and praise of their products and services to increase performance and market share.

Interacting with the target audiences is attractive for market research, recruitment as well as public relations. Where do my target customers search for the products and services offered by my company? Where are potential candidates who may fit my current job openings? What are our customers saying about us? The right "Social media strategy" will answer these questions for you and more.

Social CRM and the sensible use of personal data are indispensable in social and interactive sales and marketing. Customer loyalty and customer intimacy often decide between success or failure of companies both in the B2C and B2B sectors.



Traditional Software Implementation



Cloud Implementation/Salesforce

„Mobile CRM applications will become the main tools for sales and service control for all companies who focus on strong communication and collaboration with their employees, partners, prospects and customer base.“

About us

Today the portfolio of the Berlin based company includes the whole range of modern cloud solutions based on the Salesforce applications. YOUR SL creates customized CRM solutions and assumes overall responsibility for the management of complex client projects – from the analysis of current sales and support data to the turnkey handing over of optimized solutions for client management as a whole.

YOUR SL is a consulting firm that can guarantee the entire spectrum from design to implementation and direct support using our own resources and by collaborating with competent partners.

For further informationen visit www.yourssl.de

YOUR SL GmbH
Bismarckstrasse 68
D-10627 Berlin
T +49 30 692051340
info@yourssl.de
www.yourssl.de
f facebook.com/yourssl
t [@yourssl](https://twitter.com/yourssl)

Our partners

To provide the best solutions for your requirements we are working together with strong partners. Here is a selection of the suppliers we work with successfully in our projects – especially for mobile & social CRM applications for marketing, sales, service and finance.



PLATINUM
**CLOUD ALLIANCE
PARTNER**