

AN INTRODUCTION TO CRM EIC

The SAP CRM Employee Interaction Center is an HR Service Center and help desk application. It delivers a cost-effective, service-oriented solution to HR departments and supports HCM customers in executing their Service Delivery and Shared Services Strategy.

The Employee Interaction Center can serve as an integrated HR help desk that unites advanced customer relationship management (CRM) techniques with human resources information – bringing the best of both business practices to an HR help desk.

According to a recent report by Gartner, SAP is at the top of the Customer Relationship (CRM) market and implementing the Employee Interaction Center will allow you to get the most out of your overall investment.

KEY FUNCTIONS

Improving Service Delivery

- Improve service quality through fast resolution of employee requests (solution search, scripting, alerts, contact history)
- Single point of contact supporting multiple communication channels (telephone, email, letter, fax or chat)
- Collaborate with business partners
- Faster access to relevant information
- Provide a single face to the customers and employees
- Reduce administration and improve business processes

Improving Customer Service

- Enable employees to communicate using preferred channel
- Ensure effective employee customer service using qualified agents
- Improve employee satisfaction and loyalty through quick, accurate responses to inquiries
- Support multi-channel interaction

Reducing Operating Costs & Increasing Efficiency

- Gain higher efficiency and cost transparency through standardization of HR processes and services (service level agreements).
- Decrease costs of HR service delivery as the solution enables an HR team to provide “employee service” in a quality oriented manner to support their Shared Services strategy.



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Dedicated to Providing
Comprehensive
Employee Interaction Center
Solutions



OUR SERVICES

- EIC IMPLEMENTATIONS
- SAP HCM CONSULTING SERVICES
- SAP CRM CONSULTING SERVICES
- SUPPLEMENTAL SAP RESOURCING
- STRATEGY & PROJECT ASSESSMENT
- APPLICATION DEVELOPMENT
- UPGRADES & ENHANCEMENTS
- REMOTE SUPPORT
- SECURITY & BASIS SOLUTIONS

ABOUT OUR COMPANY

EIC Experts is a management and technology company that specializes in the design, implementation and support of the Employee Interaction Center module contained in SAP.

We have had the opportunity to partner with multiple clients and participate in more EIC implementations than any consulting company worldwide. EIC Experts is recognized as the leading provider of SAP EIC consulting services. Our extensive knowledge positions us as the safe choice for companies looking to implement this product.

When you partner with EIC Experts, you will reap the benefits of working with our experts who have comprehensive and in-depth experience with the Employee Interaction Center. As a result, we can help you get the most out of your HCM Shared Services investment.

OUR COMMITMENT

With our experience in the SAP marketplace and our reputation for exceeding client expectations, we have built a world class consulting organization.

Each of our certified consultants has over 10 years of consulting experience in SAP Human Capital Management (HCM) or Customer Relationship Management (CRM) and has participated in multiple Employee Interaction Center implementations.

Whether you need one consultant for a quick fix, or an entire project team, EIC Experts can deliver!

CONTACT US

For questions regarding our services, the benefits of EIC, or to schedule a complimentary demo, contact us by email at info@eicexperts.com or by calling us at +1(800) 680-9976 Ext.300.



IMPLEMENTATIONS & UPGRADES

We provide seamless EIC implementations, efficient upgrades including Enhancement Packages, and on-time on-budget projects. Our company has a history of partnering with customers for success and we have multiple references available on request.



PROJECT ASSESSMENT

We provide a comprehensive and objective assessment for new Employee Interaction Center and Human Capital Management implementations.



REMOTE SUPPORT

We offer a safe alternative to risky off-shore services with our world-class functional and technical teams. Many of our clients use our remote offerings to reduce support costs while meeting their key project deliverables.