



Customer



Administratiekantoor Klaas Kleijn
www.klaaskleijn.nl
Employees: 10
Sector: Consultancy

Profile

Founded by Klaas Kleijn in 2004, the company is now a well-known regional office services provider for small and medium-sized enterprises. Reliable advice and a to-the-point approach are the secret of the company's success.

Products in use

- ▶ CAS genesisWorld
- ▶ Mobile Sync module
- ▶ Mobile CRM for iPhone module

Partner



Two Visions BV
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Providing our customers with first-class service

"CAS genesisWorld lets us share client data with one another. Thanks to the central pool of client information, we can quickly identify each client's needs and provide them with the best possible service at all times."

Klaas Kleijn, managing director and owner



Requirements

- ▶ Transparent, complete client data available for every employee
- ▶ Mobile access to all information about each client
- ▶ Secure client data on our central server
- ▶ Communication with the payroll department via e-mail
- ▶ Correct and complete contact data
- ▶ Document management
- ▶ Customer file
- ▶ Microsoft Exchange interface

Solution

CAS genesisWorld grows with our company. As the number of employees increases, it is essential to have a system that expands with our company and enables us to handle day-to-day client communication effectively – after all, the client expects professional communication at all times.

The system was implemented in less than three months. Thanks to CAS genesisWorld, we can now work more effectively and spend more time advising our clients.

Advantages

- ▶ Record of all communication with the client
- ▶ All client information (e.g. contact details) available at the touch of a button
- ▶ Efficient processes and better teamwork
- ▶ Logs all missed calls
- ▶ Up-to-date, accurate data for direct correspondence and mass mailings
- ▶ Mobile access to calendar
- ▶ We are also planning to further integrate CAS genesisWorld with our finance software so that we have one central database – eliminating duplicates
- ▶ Communication with client via Extranet platform ensures increased client involvement



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