Standard ERP

HansaWorld Cooperation with Telecoms
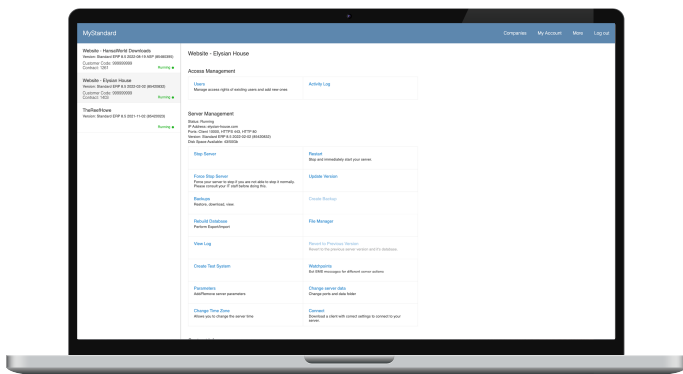
- Hosting

- Small Product Apps

- Business Alerts

- Integrated Telephony including Anna

HANSAWORLD

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HOSTING

Hosting services are a growing part of many telecom company service offerings. With this in mind, partnering with a cloud based solution like Standard ERP helps enhance the benefits of moving to cloud. Many customers are actively looking for such solutions since move to work remote and being able to access business data remotely is now business critical.

HansaWorld offers our customers a unique experience for managing their cloud solution. We have developed a portal to help partners and customers, manage customer servers as well as accounts and subscription information. We call this the MyStandard portal.

By giving our partners the ability to access these tools remotely they are in a better position to manage their customers in a more efficient way as well as reducing costs.

SMALL PRODUCT APPLICATIONS

HansaWorld maintains a rigorous screening process before code is committed to our products. This means unlike other accounting package and ERP offerings our product remains able to run on very low bandwidth and a full functionality application can be run on mobiles or tablets.

This means we don't need to create an app 'from scratch' but instead can work with the telecom companies so that the HansaWorld product apps or those perhaps branded under the telecom company's own branding can become a default app on devices deployed to customers so they can become immediately engaged in the services and drive further revenues.

In addition HansaWorld products are compatible with both iOS, Android and Windows, maximising product reach.

ERP – BUSINESS ALERTS

Standard ERP has integrated business alerts which can drive SMS traffic. This functionality was designed for two reasons:

1. Wider use of CRM, informing customers via Text Message about some actions of the company, such as:

   - Inform customers via Text Message when a Quotation is accepted
   - Inform customers via Text Message when an Order is saved
   - Inform customer via Text Message when a Delivery is OK
   - Inform customer via Text Message when a Hotel Reservation is confirmed

2. For internal use by the company, alerting an assigned person via Text Message if certain events happen, such as:

   - Inform via Text Message when a Quotation is accepted
   - Inform via Text Message when an Order is saved.
   - Inform when Credit note is issued and OK'd
   - Inform when a restart of the server has happened
   - Inform if the cost price in GR varies from WA more than a specified percentage

HansaWorld's partnership with a reliable Telecom provider is crucial for the delivery of such service and can benefit all parties involved.

ERP – INTEGRATED TELEPHONY

Standard ERP comes with Built-in Telephony, a simple yet powerful feature that enables you to handle both inbound and outbound calls effectively, allowing you to provide a personalized customer experience. All calls to customers, suppliers, employees and basically any business partners are logged thereby giving customers a complete record of communication history right from within the Communication Center. If the call is to or from a known contact, you can, with the click of the button, see the Customer Status, giving you easy access to valuable customer information like prior calls, text messages, meetings, other engagements as well as details of Quotations, Orders, Invoice Outstanding, and the Customers purchase history.

This lets you stay focused on the conversation with limited distraction and delays, and simplifies the ability to make notes or follow up activities.

AI – ANNA

HansaWorld consistently invests in R&D to stay ahead of the curve. This is why our AI Talkbot Anna has won multiple awards. Anna can answer your phone lines and have a conversation with your customers.

Anna can answer questions about customer transactions such as quotations, orders, invoices, payments, stock level enquiries, and provide general business information. She also speaks multiple languages and is the strongest out-of-the-box talk bot on the market.

Here is a video link so you can see for yourself what Anna can do:
youtu.be/_cr6_8ZAszQ

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Partnership Options

We run a comprehensive range of Partner Programs for various types of businesses and levels of expertise. Click here to review our partnership options and start your HansaWorld journey:

https://www.hansaworld.com/en/partner-with-us

References

Please visit this link to see the many customers who have benefitted from using HansaWorld products with particular note on our imbedded CRM with telephony.

https://www.hansaworld.com/en/customer-stories

Company profile

HansaWorld is a multinational software developer specializing in Enterprise Resource Planning and Customer Relationship Management. With over three decades of experience and innovation, our software automates business processes for companies all over the world.

We offer a range of versatile business management software, available in over 30 languages on almost any platform, and designed for businesses of all sizes and industries. HansaWorld continuously invests in research and development to ensure our technology is ahead of the curve. We are committed to delivering the most advanced software to thousands of companies that trust HansaWorld with their critical business information.

HansaWorld has a strong network of subsidiary companies and distribution partners on all continents. This network enables us to support our customers throughout their ERP journey.

As a HansaWorld customer you will have access to video tutorials, comprehensive manuals and support forums.

About Standard ERP

Standard ERP offers an intuitive Enterprise Resource planning suite of modules including accounts, order processing, warehouse management, point of sales, production and job costing. It offers a range of Contact Relationship Management and personal productivity modules all in the same application.

Standard ERP has been developed with a seamless integration between its modules, designed for specific industries. These have all been developed in house allowing for consistency and ease of use. SERP is a flexible, reliable and scalable solution. It reduces the need to search for information, eliminates duplication of work, and automates day-to-day tasks.

Our products are available in over 30 languages and include country specific localizations. The products are available on all smartphones, tablets and desktops including Mac, iPhone and iPad.