



zen
shareSuite

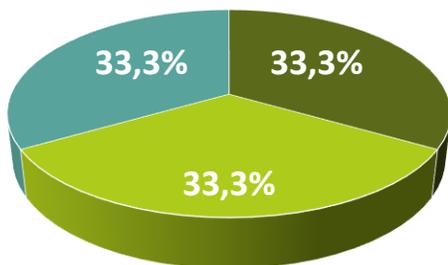
ZenCRM

Author: Interzen

- Corporate headquarters
- Customers in portfolio
- Business development



- Guarino
- Damiani
- Fazzini



Interzen Consulting is a consulting company operating nationally and internationally focused on:

- CRM
- Project Management
- Document management
- Electronic Invoicing.

Interzen company data

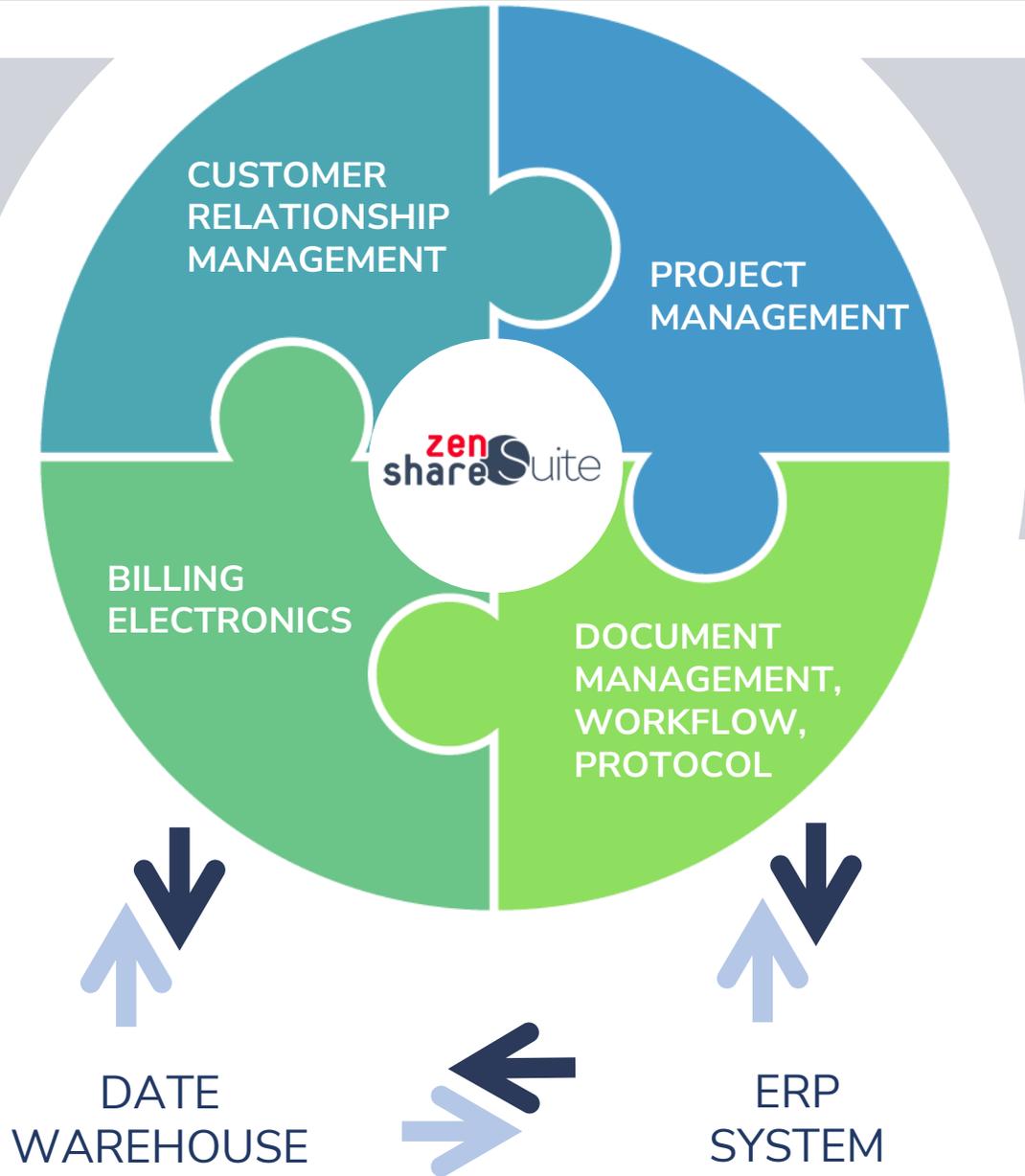
- Limited Liability Company
- Share capital: 100,092.00 euros (iv.)
- Established: 1996

Interzen 2020 data

- Revenues: € 0.6M +
- Staff: 10 employees
- UNI EN ISO 9001: 2015 quality certification
- SDI accreditation: PBV3TR8

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ZENSHARE SUITE



THE PROPOSED SOLUTION IS PART OF THE

ZENSHARE SUITE

the Information Management System conceived and developed by Interzen

It is an integrated platform based on:

- CustomerRelationshipManagement (CRM)
- Project Management (PM)
- Document, Workflow and Protocol (DMS)
- Electronic Invoicing (FE PA & BTB)

2 PROPOSED SOLUTION

2.1 ZenCRM

Lead-to-Cash

from the generation of lead upon receipt of the invoice



ZENCRM

THE ONLY CRM
ITALIAN BASED
ON THE PROCESS
LEAD-TO-CASH

FUNCTIONALITIES

4 Application areas

1. Sales

SALES / Aziende

- ☐ -NOME
- ☐ [H] ActionConsult
- ☐ [c] Albasoft srl
- ☐ [c] ALVEARE COOPERATIVA SOCIALE - ONLUS
- ☐ [c] Amadeus Italia SpA
- ☐ [c] APT Gorizia
- ☐ [c] ASI - AGENZIA SPAZIALE ITALIANA

2. Administration

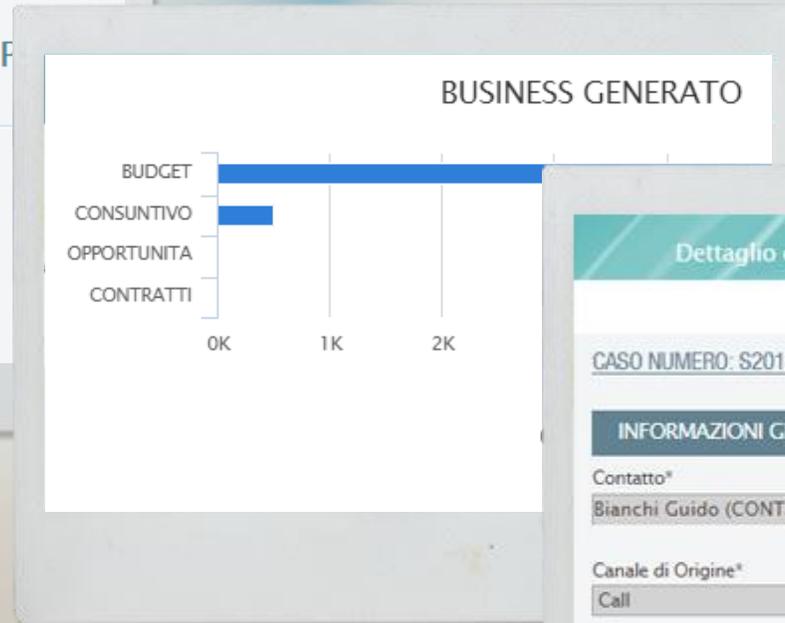
Contratto: ZenSharePA x StrategicPA - Lic

Scheda

ZenSharePA x StrategicPA

Azienda: (pentamedia) PENTAMEDIA S.r.l.
Contatto: Sebastiani Giancarlo
Assegnato a: Carlo Rosetti
Periodo: 18/10/2019 - 31/12/2021
Codice Contratto: CO1900168

3. Marketing



4. Customer Care

Dettaglio caso

CASO NUMERO: S201800001

INFORMAZIONI GENERALI

| | |
|--------------------------|---------------|
| Contatto* | Azienda |
| Bianchi Guido (CONTATTO) | |
| Canale di Origine* | Assegnato a |
| Call | NERI FABRIZIO |

Customer and Contact Data - BCM

SALES / Aziende / Cosmotech Italia

Business Info

Cosmotech Italia
Informazioni credito

[COSMOTECH] CO
Via dei Gigli 51
00144 - Roma - Italia
Sales Group: Carlo

Opportunity

Opportunita': Rinnovo EGEA Claims

Scheda

Rinnovo EGEA
Suggerimento: Pianific

Azienda: (cosmotech) Cosmotech Ita
Assegnato a: Carlo Rosetti
Fase di Vendita: Rinnovo in attesa di

CPQ - Estimates

CPQ

Scheda

ZenDMS Cloud

NOTA:

- n° PRE202400001
- Orlando Sinergy
- ZenDMS Cloud

Visit report

Report Visite

Ricerca

Keyword

Azienda

Contatto

Creato da
Select options

| START-END |
|------------------------|
| 16/09/20 10:00 - 11:00 |
| 23/07/20 10:00 - 12:00 |
| 23/04/20 10:00 - 12:00 |
| 06/02/20 09:30 - 13:00 |
| 28/01/20 16:00 - 17:30 |

FUNCTIONALITIES

Sales

Contracts

Contratto: ZenSharePA x StrategicPA – Lice

Scheda

ZenSharePA x S

Azienda: (pentamedia) PENTAMEDIA S.r.l.
Contatto: Sebastiani Giancarlo
Assegnato a: Carlo Rosetti
Periodo: 18/10/2019 – 31/12/2021
Codice Contratto: CO1900168

Billing

Fatture Elettroniche Attive

Ricerca

Keyword

Ragione Sociale
Select options

Stato
Select options

- RAGIONE SOCIALE
- Interz Consumi Srl
- Interz Consumi Srl

Timetable

Scadenario

Ricerca

Keyword

Azienda

Ragione sociale
Select options

Contatto

- AZIENDA
- Next Digital Wa
- Next Digital Wa

Administration

FUNCTIONALITIES

Providers

Fornitore

Scheda

Hanami Tec Italia S.p.A.

Codice: 000000 Partita Iva: 02775910

Via Mazzini 138
20884 Asiago

ordini@hanamitec-tiis.com

Lead Management

Lead: affarigenerali@areametropolitana.it

Scheda **GDPR**

LEAD affarigenerali@areametropolitana.it

affarigenerali@areametropolitana.it Italia

Campaigns

Campaign name: SEM ZenCRM 2021

Campaign Info **Target List**

SEM ZenCRM 2021

from 01/01/2021 to 31/12/2021

Active

Web visits

Visite Web

Ricerca

Ricerca libera

Tipo
Select options

Analyticsid
Select options

Data
17/01/2021

ANALYTICSID
ga:214642 (www.zensha...)
ga:214642 (www.zensha...)
ga:214642 (www.zensha...)
ga:214642 (www.zensha...)

Catalogue

Prodotto: [CRM1YCLD005ADVEG] ZENCRM CL

Info Prodotto

ZENCRM CLOUD - ADVANCED ED

Codice: CRM1YCLD005ADVEG
Categoria: ZenCRM
Opportunità: Si

Case Management

CASI - Elenco

Ricerca

Keyword

Prodotti non Inviati?

Contatto

Processo

| | |
|--------------------------|-----|
| <input type="checkbox"/> | NUM |
| <input type="checkbox"/> | S20 |

Management of assistance contracts

CASO NUMERO: S202100036

ROSSI SRL - INFOTEAM SRL

ASSISTENZA 100 ORE

ROSSI MARIO

CASO NUMERO: S202100036

TIPO ASSISTENZA: PACCHETTO

TOTALE IMPORTO CONTRATTO: €4500,00

RESIDUO IMPORTO DISPONIBILE: €3125,00

TOTALE IMPORTO CASO: €900,00

Report management

GENERAZIONE RAPPORTINO

Scelta Template Rapportino

RICHIESTA INTERVENTO

CONFERMA

OTRS integration

| NUMERO TICKET | TITOLO |
|------------------|---------------------------------------------------|
| 2021021713000044 | FW: REPORT - Missed Cut Off USAFrom Su 03/02/2021 |
| 2021021713000026 | Esportazioni Obiettivi |
| 2021021713000017 | Problema File ord_dom |
| 2021021613000055 | Dashboard Dimissioni |
| 2021021613000037 | Anomalia ZEN PENDING |
| 2021021513000011 | Richiesta Estrazione Lista Ordini US |

FUNCTIONALITIES

Customer Care

3

OFFERED SERVICES



- Solutions Implementation
- ChangeManagement
- Training
- Customizations
- Business Intelligence
- Support / Help Desk

4 CLOUD INFRASTRUCTURE

DATA CENTER

| | |
|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Provider | <u>Microsoft Azure.</u> |
| Type of cloud service | Public Cloud |
| Cloud service provider certifications | All Microsoft Azure compliance documentation <u>is available on the provider's website.</u> |
| Localization of data centers | <u>West Europe (Netherlands).</u> |
| Security levels adopted by the service provider | The set of operations performed by Microsoft to protect the Azure infrastructure <u>is available on the provider's website.</u> |
| Service provider data redundancy | Zone redundant storage (ZoneRedundancyStorage, ZRS): replicates the data stored in synchronous mode on three areas available in the primary area; <u>in-depth information on the provider's website.</u> |

BACKUP & DISASTER RECOVERY

- **BACK UP PROCEDURES**
 - Database and document back-up procedure every 4 hours;
 - Back-up with geographical redundancy:North Europe (Ireland);
 - 7-day data retention.
- **SAFETY**
 - Data security is guaranteed by a completely redundant and synchronously replicated Cloud environment;
 - Cloud environment protected by Firewall, Antivirus, Vulnerability Assessment Tool.
- **HIGHER LEVEL BUSINESS NEEDS**

It is possible to create and activate on request and for a fee the infrastructure that fully meets the customer's needs and respects the company policy in terms of disaster recovery.

INTERZEN AND ZENSHARE SUITE



ISO 9001:2015
Certificato
IT-93491

ISO 9001:2015
Certificato
n°6857/1

ISO 9001: 2015
Management System
of Quality since 2013

Quality certification of Interzen on the minimum requirements to guarantee the quality level of the products and services provided.



Peppol
Access Point
CERTIFIED PROVIDER

AGID AP qualification (Access Point)
SMP qualification Peppol (Service Metadata Publisher)

Interzen has obtained the AGID Qualification (Peppol Italian Authority) as Service Provider AP and SMP PEPPOL for electronic orders.



ISO 27001- Information Security Management System (ISMS).

Certification expected: November 2022

International standard that describes the best practice for an ISMS (Information Security Management System, also called ISMS).

MEPA
aquistinretepa.it

Enabling **MEPA - Electronic Market of the PA** - Online shopping

Interzen is registered and authorized to operate on the electronic market of the Public Administration - MEPA.



SDI accreditation (Exchange System)

Interzen is an SDI accredited intermediary of Sogei for Electronic Invoicing.

Recipient code: PBV3TR8



Qualification Saas AgID

ZenShareSuite is present in the Catalog of Cloud Services for qualified PA - Cloud Marketplace AgID.



NSO accreditation (Order Sorting Node)

Interzen is an NSO accredited intermediary of Sogei for electronic orders.

Recipient code: GTLWJSS6



Cloud Security Alliance (CSA)

Interzen is registered since 2 December 2019 by carrying out the CSA STAR Self-Assessment.

Thank
you

A close-up photograph of a hand holding a blue ballpoint pen, writing the words "Thank you" in a cursive script on a white piece of paper. The pen is positioned at the end of the word "you", with the tip of the nib resting on the paper. The lighting is soft, creating a gentle shadow of the hand and pen on the paper.