



NewtonCRM – Customer Relationship Management Software

Manage Sales and Efficiently Manage Service Support



Nippon Data Systems Limited. A CMMI Level 3 Company

B-14, Sector – 8, Noida, Delhi NCR | newton@nippondata.com | Phone : 0120 – 466 3400

Leading service provider on

- Microsoft
- Oracle &
- Other Technologies

End-to-end services offer

- Implementation
- System Integration
- Managed Services
- Business Intelligence
- Mobility
- Cloud

Industry successes in ERP

- Healthcare
- Manufacturing
- BFSI
- Consumer Durables
- Government
- ITES & Others

- CMMI Level 3
- ISO 9001:2008
- ISO 27001
- IEEE
- ISO 20000

Founded in 1994

Presence in India, United States, Thailand, United Kingdom & Africa

Robust Own Infrastructure

350+ Employees

Gold Partner
Microsoft & Oracle

Global Delivery Model

200+ Customers

Integrated Technology &
Solutions Provider



Transforming the skill landscape



NWS

Nangloi Water Services Pvt. Ltd.



BSES

BSES Rajdhani Power Limited
BSES Yamuna Power Limited



IUP Jindal

Metals & Alloys Ltd

AN IUP ARCELOR & JINDAL SAW JOINT VENTURE

MARUTI SUZUKI

Way of Life!

khaitan



NELSON MANDELA
UNIVERSITY

legrand

LAZER
SIMPLIFY LIVING

BIRLA CENTURY

A DIVISION OF CENTURY TEXTILES AND INDUSTRIES LIMITED

Prakash Industries Limited

People.. Prosperity..Progress



TESA
PANELS | FLOORING | DOOR SKINS



NewtonCRM is most commonly used to manage a customer relationship with Sales, Sales & Service, Dealer and Distribution business organization. this software also used in the same way to manage, business contacts, employees, clients, contract wins and sales & service leads and enquiry.

Typically, NewtonCRM design to used in the Sales & Service Support enterprise, however many products like Sales, Sales & Service, Dealer and Distribution scale can be used in a business of any size.

NewtonCRM help businesses manage many of the following business processes:

- Customer data, customer interaction, access business information, automate sales & service support, tickets management, leads, contracts, marketing customer support, clients and contact.
- Sales support vendor / partner relationships, employees, knowledge and training, assets or resources.



Newton CRM software streamlines and helps the sales & service support process as under: -

- **Database management-** the software maintains the contact base and classifies them as per the requirement of the customer such as location wise, segment wise, team wise, region wise, product wise, source information wise etc.
- The database helps the customer in generation of leads by sending SMS, and Mass E-mailing.
- The software helps designing campaigns, storing it and using the same by a simple click.
- The prospects are assigned to each member of the sales team, who continuously enter their interaction with the customer till the order is received. The rest of the process is all automated.
- The software generates most meaningful reports for the management on the basis of this information.
- The prospect list again gets classified location wise, region wise, product wise, team segment wise etc as above.
- The complete history of each prospect is maintained by this software.
- The high value prospects are highlighted.



- The performance of each sales person vis-à-vis target is automatically updated continuously.
- The sales team is supported by the software thru features like Library, News Letter, Alerts, Feedback (two-way communication system), Diary, Scheduling appointments, Work planning, Competition intelligence, Automatic filling up of expense reports, Time management, automatic preparation of quotation etc.
- What the customer wants at what price is visible to the user on real time basis.
- The sales projections can be given with much improved accuracy by using this software.
- Newton CRM helps share, manage and access information anywhere, anytime in a secured environment.
- The software enables multiple remote locations to work as virtual team.
- There is no loss of business whatsoever because of usage of this software when people leave the company as their prospects are all available in the system and can be assigned to next person.
- There is no need to maintain bulky sales files as complete correspondence with customers is available in this software.



The software addresses day to day problem faced by the industry such as:

| | | |
|---|-----------------------------|---|
| • | Attrition | Time management |
| • | Uneven work load | Un-followed prospects |
| • | Unplanned visits | No clear picture of sales & service status on real time basis |
| • | Incorrect sales forecasting | Remote location monitoring problems |
| • | Data loss | Analysis of daily sales & service reports not available instantly |

Newton CRM packages are highly user friendly as is developed using Microsoft technologies.



Sales CRM

- Campaign Management
- Lead Management
- Account Management
- Ticket Management

Sales & Service CRM

- Campaign Management,
- Lead Management,
- Account Management ,
- Ticket Management ,
- **Field Service Management**
- **AMC**

Dealer & Distribution CRM

- Campaign Management
- Lead Management,
- Sales Manager,
- Dealer & Distribution Management,
- Product Management

Mobile App for Sales Manager

Mobile App for Field Service Engineer

Inventory and Account Integration

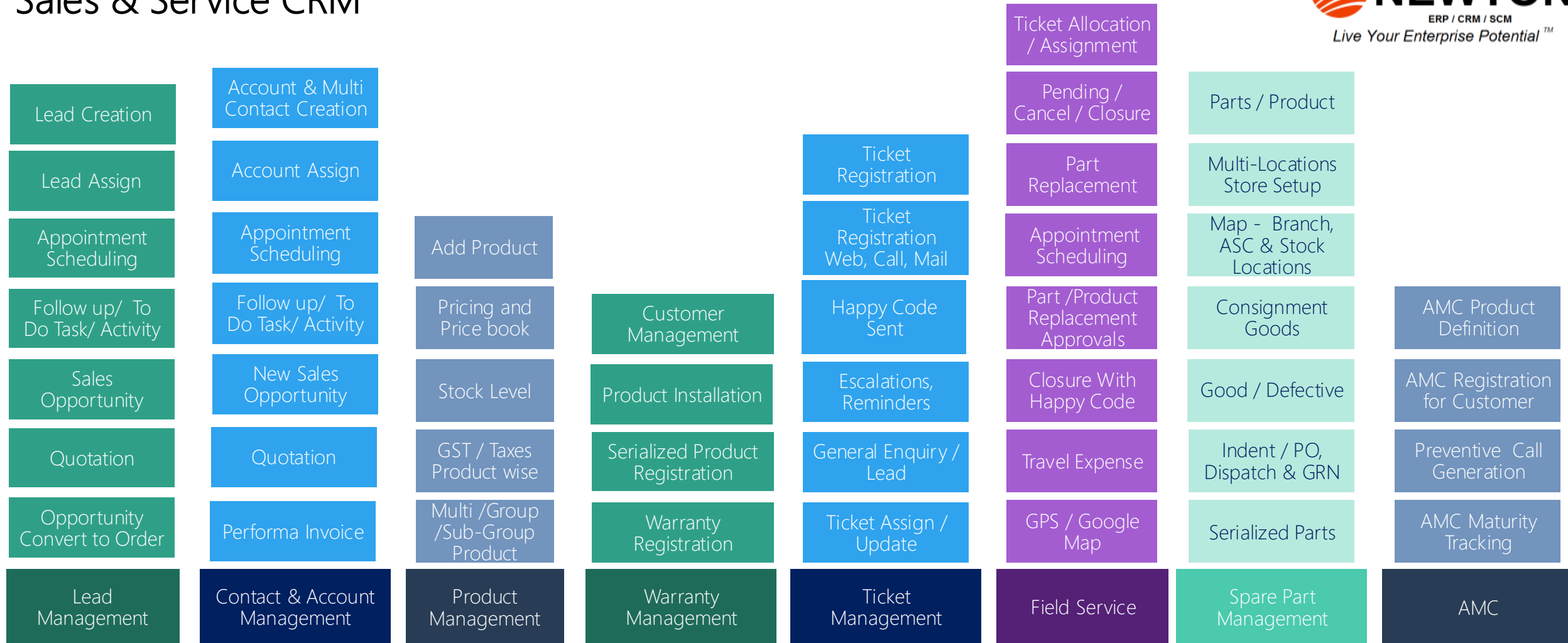
Sales CRM



Supporting Modules



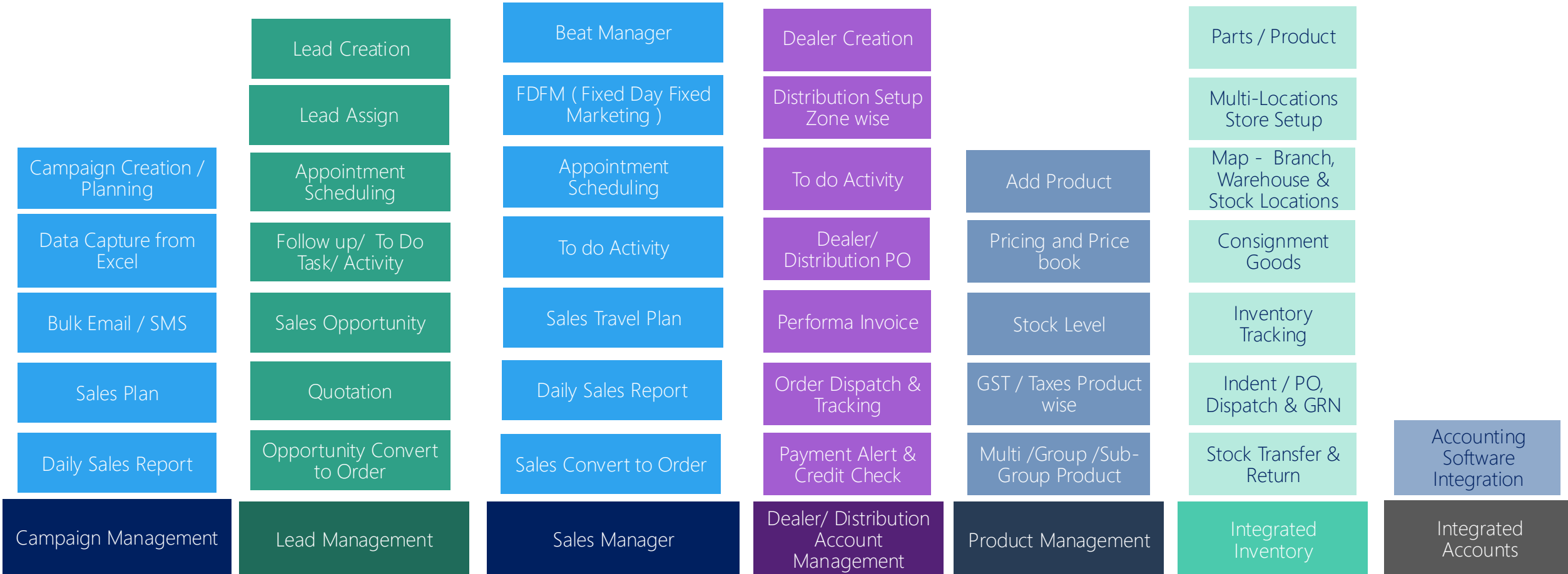
Sales & Service CRM



Supporting Modules



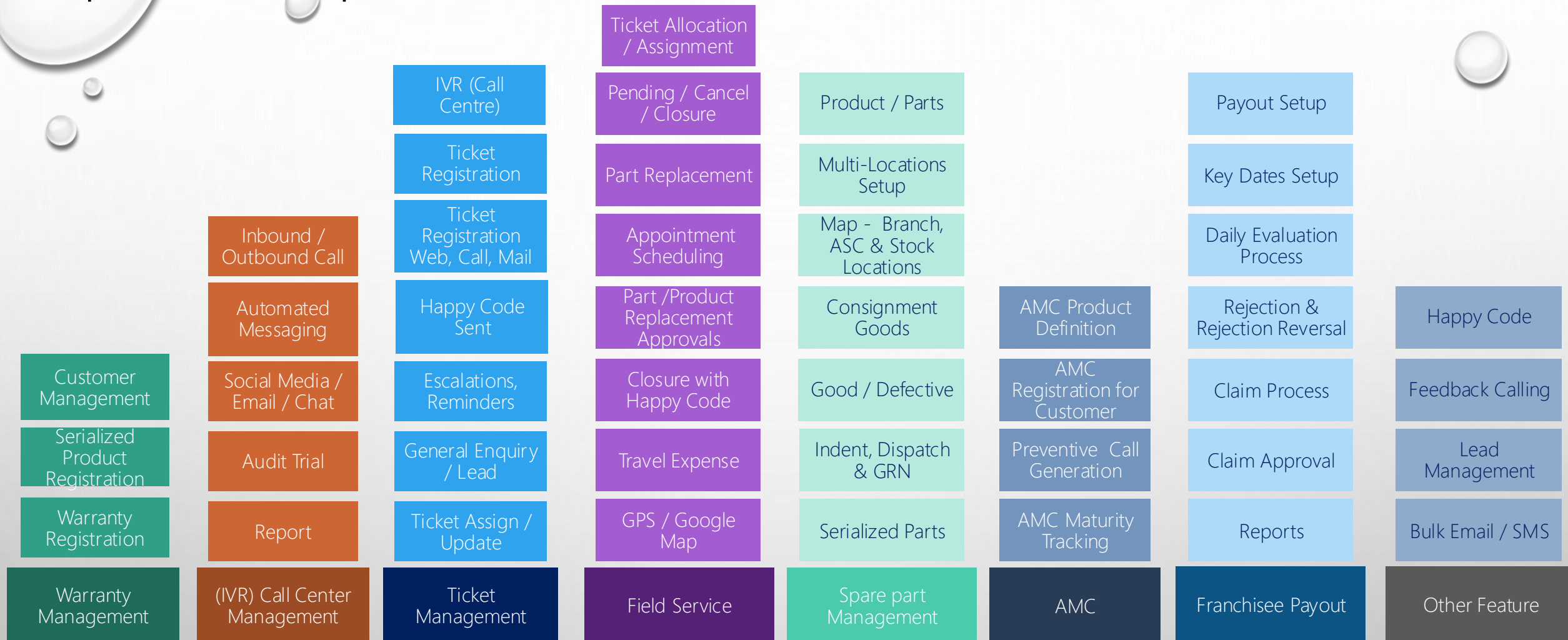
Dealer & Distribution Management



Supporting Modules



Complete Service Operations



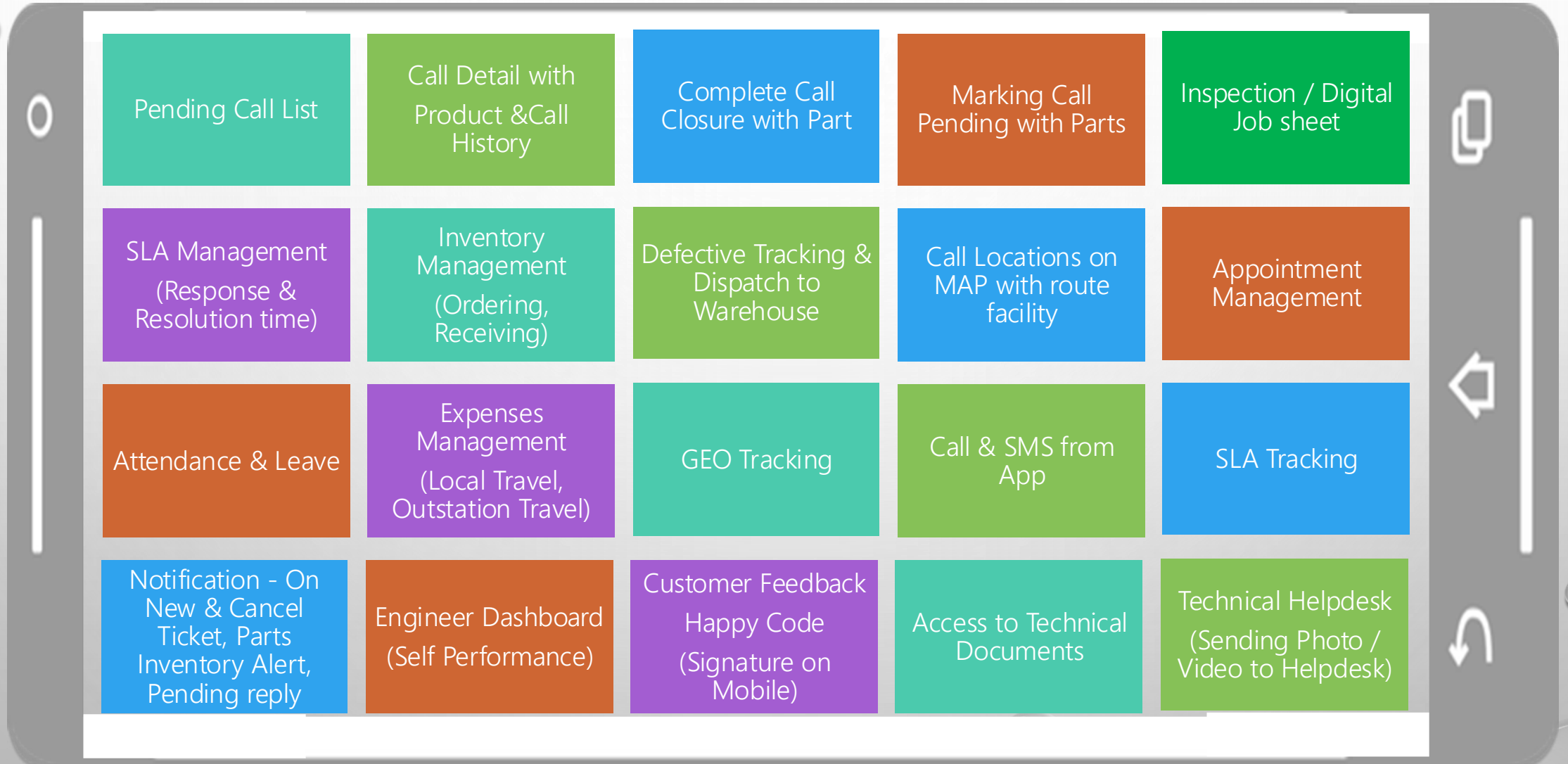
Supporting Modules



mobile Sales Manager



mobile Field Service Technician





SAMPLE DASHBOARDS AND REPORTS

Sales Dashboard

nippondata

 **NEWTON**





 **ALERT**


 **ACTIVITIES**

WELCOME 
JAGVEER1


 Employee Manager <

 Sales Manager <


 User Manager <


 Task Manager <

 Report <

 Dashboard <

 Campaign Manager <

 Travel Manager <

 HR Manager <

 Visit Planner <

 Contact Manager <

 Project Manager <

 Email Management <

-SELECT STAFF- ▼

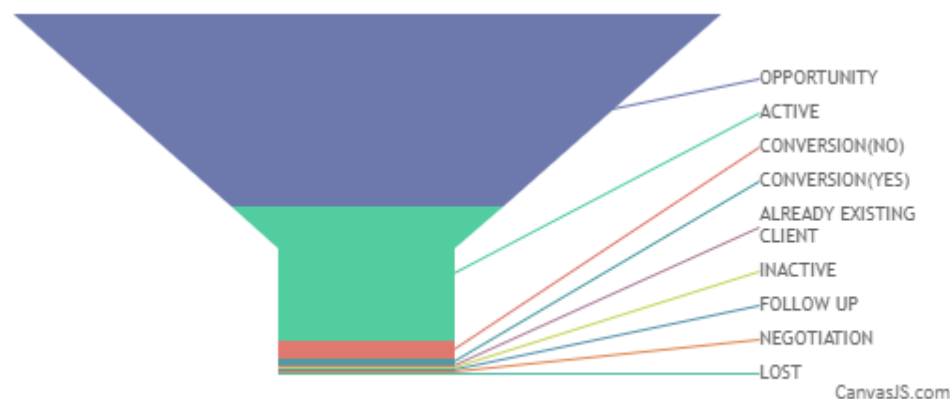
FROM DATE ▼

TO DATE ▼

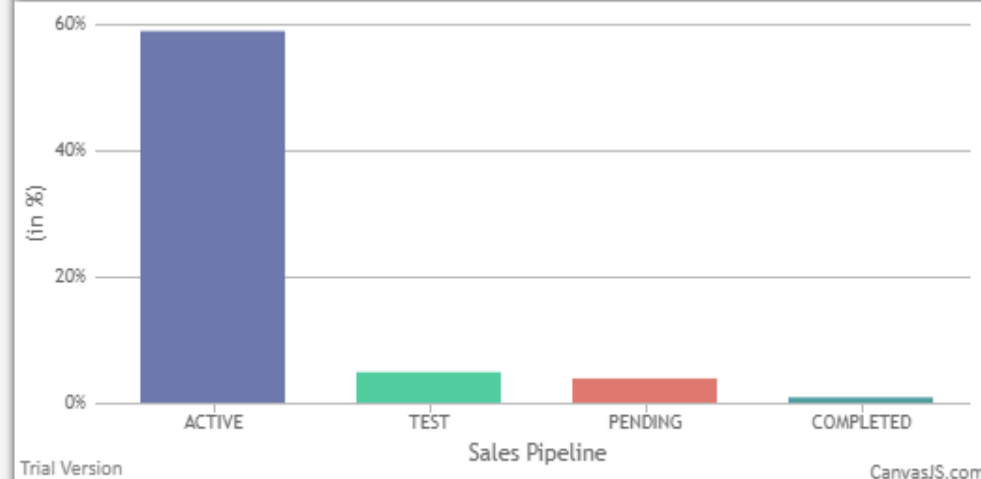
SEARCH 

Sales Funnel

Sales Analysis - 2019



Sales Pipeline



Today's Activities

| Type | Subject | Due Date |
|---------|------------|----------|
| Task | Budget | 262 |
| Meeting | Leave | 261 |
| Task | testNEW | 260 |
| Event | Budget | 261 |
| Task | Dummy test | 257 |

Overdue Activities

| Type | Subject | Due Date |
|---------|------------|----------|
| Task | Budget | 262 |
| Meeting | Leave | 261 |
| Task | testNEW | 260 |
| Event | Budget | 261 |
| Task | Dummy test | 257 |

Top Opportunities

| Opportunity | Amount | Party | Closure |
|-------------|---------|----------|-------------|
| OPP000084 | 6000.00 | | 29 Sep 2018 |
| OPP000423 | 3500.00 | 123TEST | 24 Oct 2018 |
| OPP000425 | 1500.00 | 123TRIAL | 31 Oct 2018 |
| OPP000422 | 1000.00 | RAHMAN | 17 Oct |

Revenue by Salesperson



My To Do List



Contact Manager <

Employee Manager <

Sales Manager <

Billing Manager <

Stock In Transit <

Customer Service <

Email Manager <

User Manager <

Task Manager <

Report <

Complaint <

DashBoard <

Campaign Manager <

Document Manager <

Memo Manager <

My To Do List

Staff

JAGVEER

Page 1 of 4 (20 items) | 1 | 2 | 3 | 4 |

Page size: 5

Enter text to search...

Drag a column header here to group by that column

| Task Type | Client | Subject | Start Date | End Date | Assign By | Assign To | Status |
|-----------|------------|---------|------------------------|------------------------|-----------|-----------|---------|
| Task | DHE5685864 | Sales | 04/12/2015 12:00:00 AM | 04/12/2015 12:00:00 AM | JAGVEER | JAGVEER | Pending |
| Task | A P5796 | test | 09/12/2015 12:00:00 AM | 10/12/2015 12:00:00 AM | JAGVEER | JAGVEER | Pending |
| Task | 7862956 | subject | 09/12/2015 12:00:00 AM | 07/12/2015 12:00:00 AM | JAGVEER | JAGVEER | Pending |
| Meeting | 7862956 | yogesh | 09/12/2015 12:00:00 AM | 10/12/2015 12:00:00 AM | JAGVEER | JAGVEER | Pending |
| Task | A 25482 | test | 11/12/2015 12:00:00 AM | 12/12/2015 12:00:00 AM | JAGVEER | JAGVEER | Pending |

Page 1 of 4 (20 items) | 1 | 2 | 3 | 4 |

Page size: 5

Create Filter

My Team To Do List

Staff

All

Page 1 of 8 (36 items) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |



Page size: 5


Enter text to search...


Drag a column header here to group by that column


| Task Type | Client | Subject | Start Date | End Date | Assign By | Assign To | Status |
|-----------|---------|-------------------------------------|------------------------|------------------------|-----------|------------|---------|
| Task | A K1772 | Tfs Machine processing is very slow | 19/05/2016 12:00:00 AM | 21/05/2016 12:00:00 AM | JAGVEER | AMAN KUMAR | Pending |


My and Team Task type dashboard





 Contact Manager <


 Employee Manager <


 Sales Manager <


 Billing Manager <


 Stock In Transit <


 Customer Service <


 Email Manager <


 User Manager <


 Task Manager <

 Report <


 Complaint <


 DashBoard <



 Campaign Manager <

 Document Manager <

 Memo Manager <

 MESSAGES

 ACTIVITIES

 Welcome JAGVEER 

| | | | | | | | |
|------|---------|--|------------------------|------------------------|---------|----------------|---------|
| Task | Hel5821 | | 27/06/2016 12:00:00 AM | 29/06/2016 12:00:00 AM | JAGVEER | HARENDRA SINGH | Pending |
| Task | Hel5821 | | 27/06/2016 12:00:00 AM | 29/06/2016 12:00:00 AM | JAGVEER | HARENDRA SINGH | Pending |

Page 1 of 8 (36 items) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | Page size: 5

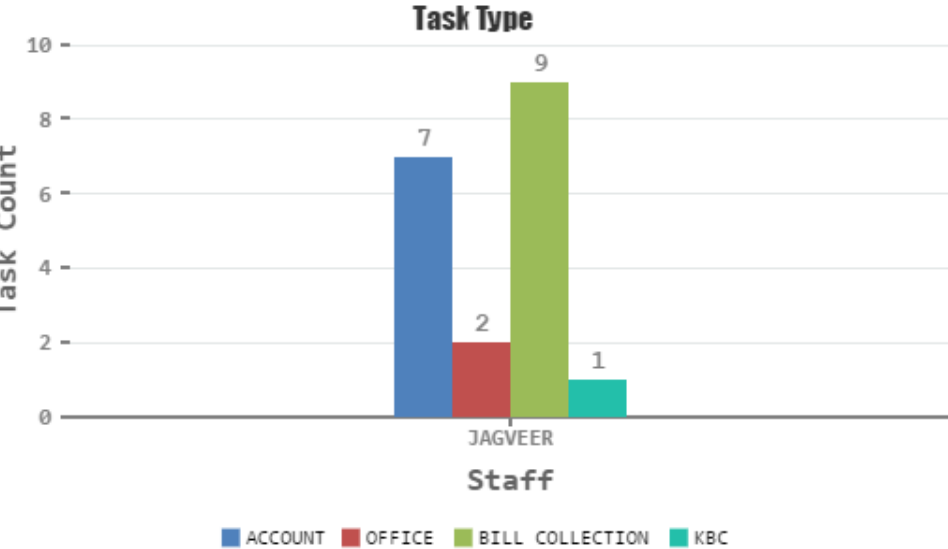
Create Filter

Task Type

-SELECT-

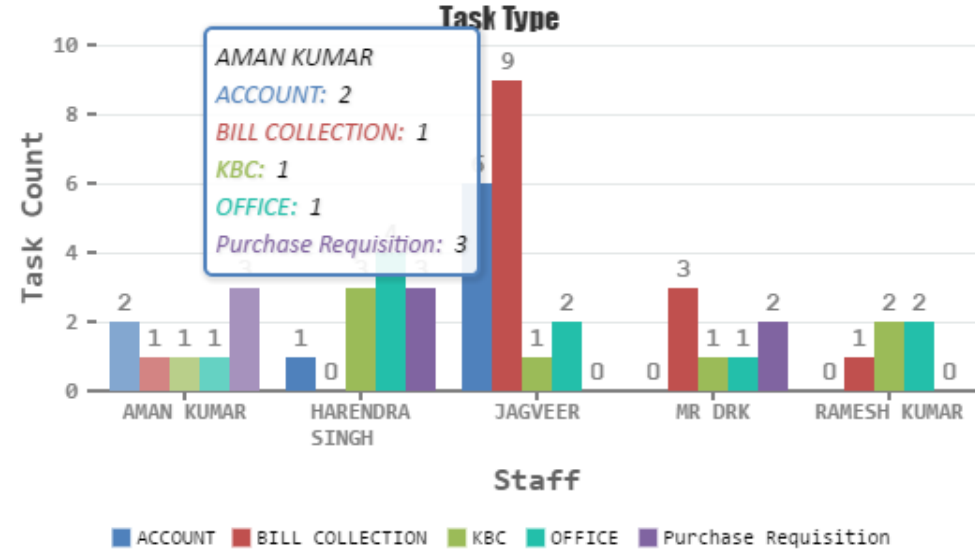
Staff JAGVEER Staff All

Task Type



| Task Type | Task Count |
|-----------------|------------|
| ACCOUNT | 7 |
| OFFICE | 2 |
| BILL COLLECTION | 9 |
| KBC | 1 |

Task Type




| Staff | ACCOUNT | BILL COLLECTION | KBC | OFFICE | Purchase Requisition |
|----------------|---------|-----------------|-----|--------|----------------------|
| AMAN KUMAR | 2 | 1 | 1 | 1 | 3 |
| HARENDRA SINGH | 1 | 0 | 3 | 3 | 3 |
| JAGVEER | 9 | 1 | 2 | 0 | 0 |
| MR DRK | 0 | 3 | 1 | 1 | 2 |
| RAMESH KUMAR | 0 | 1 | 2 | 2 | 0 |

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My Team To Do List


 Contact Manager


 Employee Manager

 Sales Manager


 Billing Manager

 Stock In Transit

 Customer Service


 Email Manager

 User Manager

 Task Manager

 Report

 Complaint

 DashBoard

 Campaign Manager

 Document Manager

 Memo Manager

My Team To Do List Staff

Page 1 of 8 (36 items) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |

Page size: 5

Enter text to search...

Drag a column header here to group by that column

| Task Type | Client | Subject | Start Date | End Date | Assign By | Assign To | Status |
|-----------|---------|-------------------------------------|------------------------|------------------------|-----------|----------------|---------|
| Task | A K1772 | Tfs Machine processing is very slow | 19/05/2016 12:00:00 AM | 21/05/2016 12:00:00 AM | JAGVEER | AMAN KUMAR | Pending |
| Task | A 25482 | Tfs Machine processing is very slow | 19/05/2016 12:00:00 AM | 21/05/2016 12:00:00 AM | JAGVEER | AMAN KUMAR | Pending |
| Task | 311154 | Tfs Machine processing is very slow | 19/05/2016 12:00:00 AM | 21/05/2016 12:00:00 AM | JAGVEER | AMAN KUMAR | Pending |
| Task | Hel5821 | | 27/06/2016 12:00:00 AM | 29/06/2016 12:00:00 AM | JAGVEER | HARENDRA SINGH | Pending |
| Task | Hel5821 | | 27/06/2016 12:00:00 AM | 29/06/2016 12:00:00 AM | JAGVEER | HARENDRA SINGH | Pending |

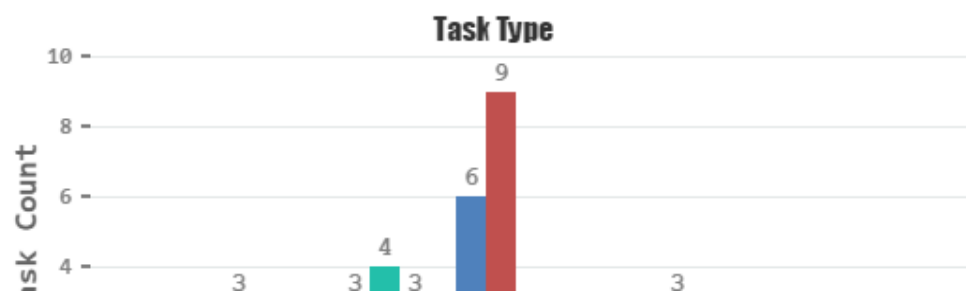
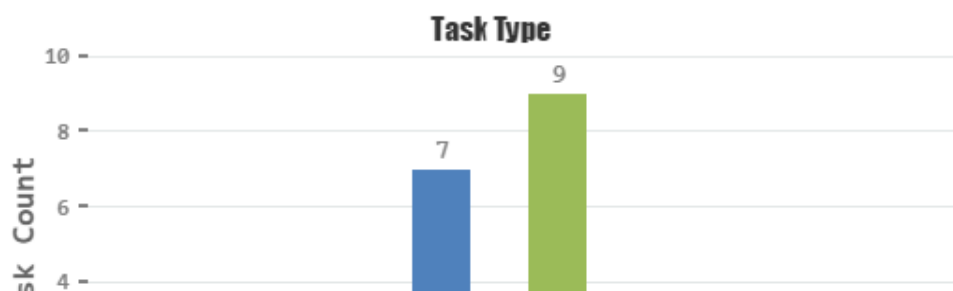
Page 1 of 8 (36 items) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |

Page size: 5



[Create Filter](#)
















Task Type Staff

Staff



My and Team Task





Contact Manager <Employee Manager <Sales Manager <Billing Manager <Stock In Transit <Customer Service <Email Manager <User Manager <Task Manager <Report <Complaint <DashBoard <Campaign Manager <Document Manager <Memo Manager <

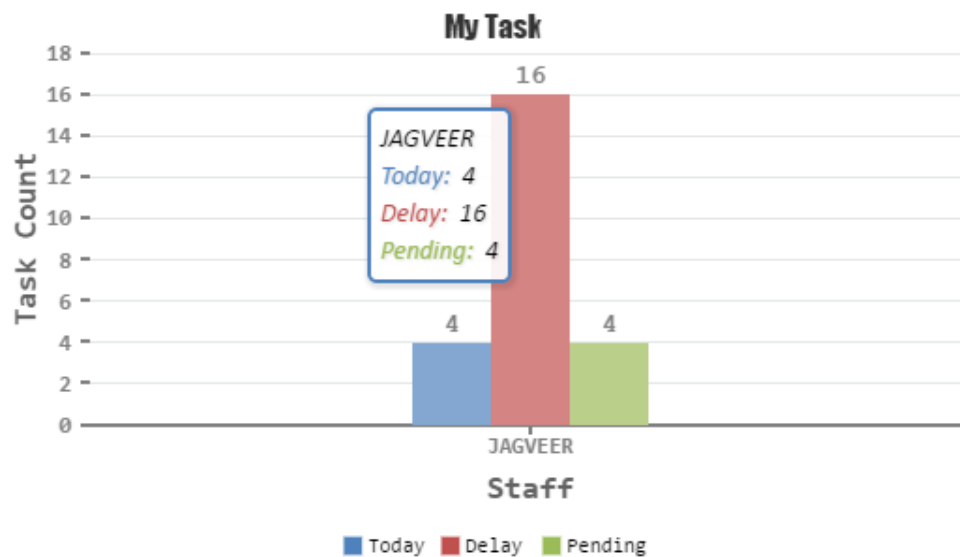

MESSAGES


ACTIVITIES

 Welcome JAGVEER 

Task Management Dashboard

Staff JAGVEER



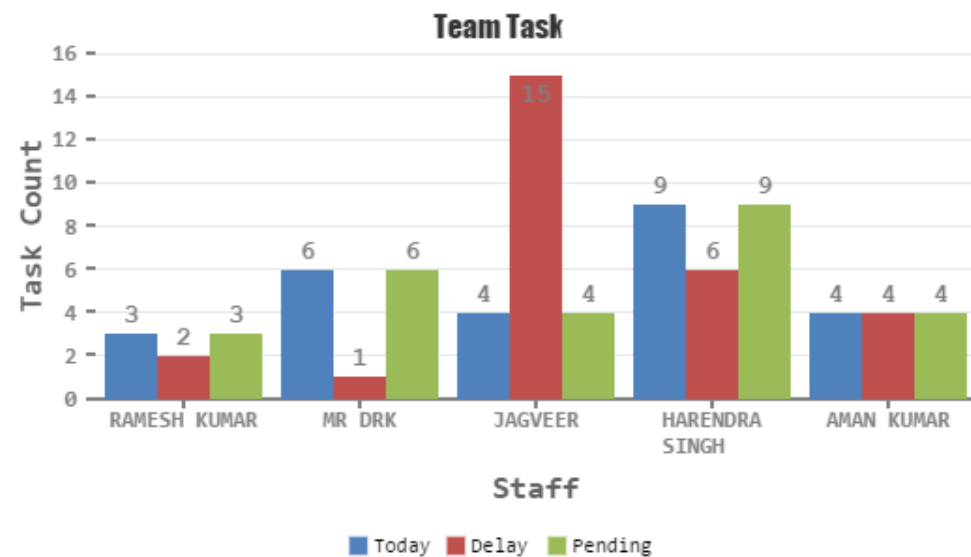
My To Do List Staff JAGVEER

Page 1 of 4 (20 items) 1 2 3 4

Enter text to search...

Drag a column header here to group by that column

Staff All



Page size: 5



MESSAGES

ACTIVITIES



Welcome JAGVEER

Sales Billing Review

Frequency Monthly February 2016

Graph Type Line To view design in 3D ☐ Yes

[View](#)

| Month | Curt Year Amt. | Last Year Amt. |
|----------|----------------|----------------|
| January | 0.00 | 105.00 |
| February | 0.00 | 207.90 |
| March | 0.00 | 105.00 |
| April | 0.00 | 0.00 |
| May | 0.00 | 0.00 |
| June | 0.00 | 0.00 |

Sale Billing Review

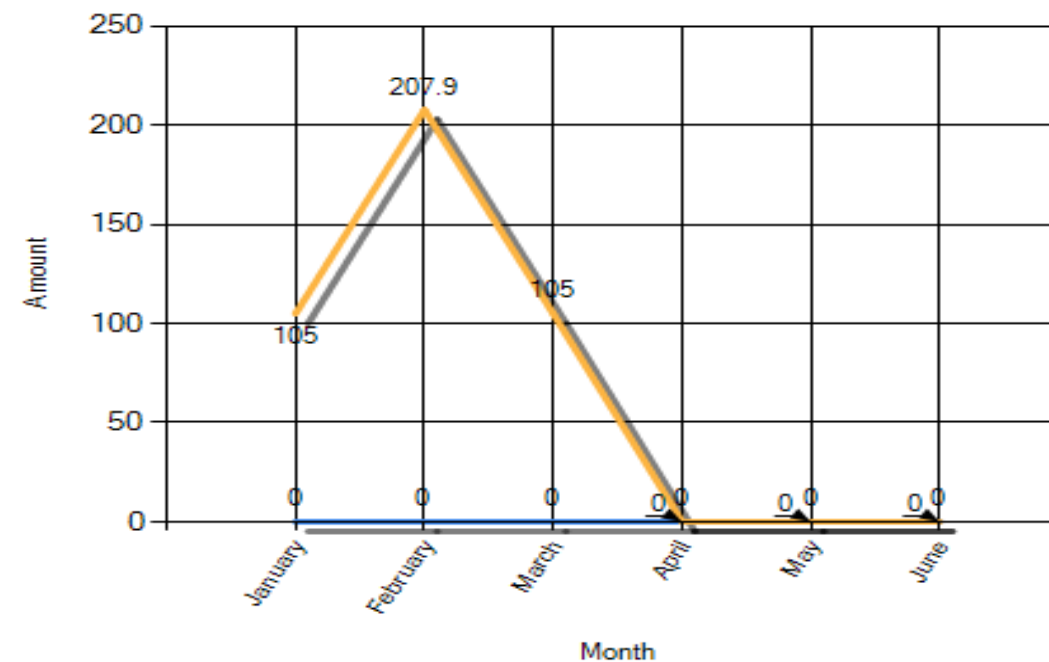


Chart details
 Current Sales
 Last Year Sales



MESSAGES



ACTIVITIES



Welcome
JAGVEER



Item Wise Graph

Frequency

Monthly



February



2015



Graph Type

Bar



To view design in 3D ☐ Yes

View

Top 5 Items Sale frequency Monthly

Item Name

REFRESH P.U.FOAM SHEET 023D
REFRESH P.U.FOAM SHEET 023D

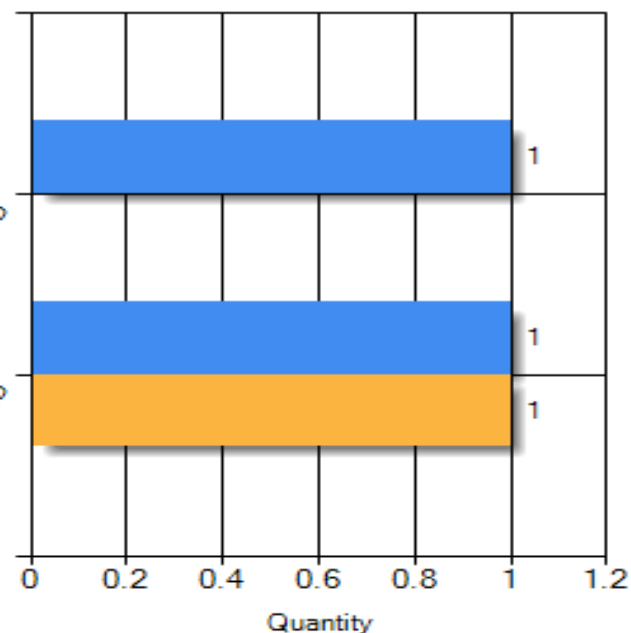





Chart details

Feb-2015
Jan-2015
Dec-2014

Complaint Dashboard

 **NEWTON**


 User Manager


 Report

Report List

Complaint Graph

Custom Report

 Complaint

 Application Request

Complain Graph Zone Wise..

From Date

01-May-2018

To Date

31-May-2018

Zone

NANGLOI

Employee

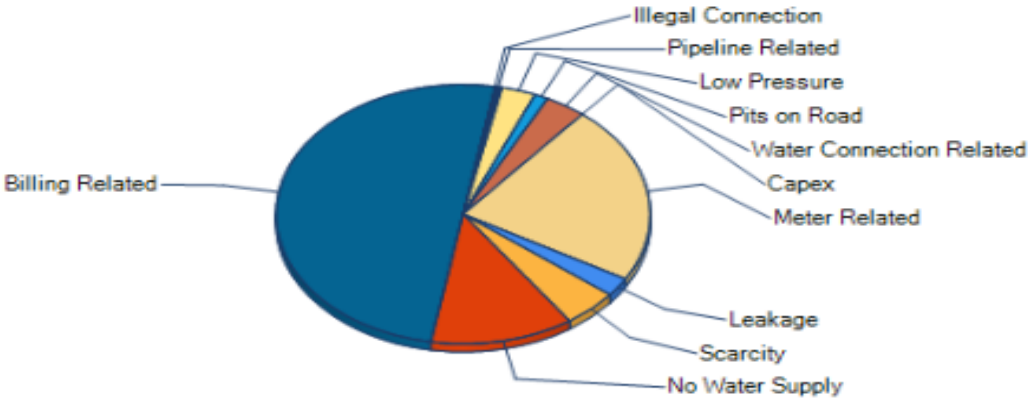
All

Complaint Type

Complaint

COMPLAINTS STATUS FOR NANGLOI From 01-05-2018 To 31-05-2018

| Attended (within Time) | | Remaining | | | | | | | | | | |
|------------------------|----------------------|-----------|---------------|-----------------|-----------------|--------------------|------------------|--------------|--------------|--------------------------|-------|---------------|
| Total | Attended within Time | Leakage | Contamination | No Water Supply | Billing Related | Illegal Connection | Pipeline Related | Low Pressure | Pits on Road | Water Connection Related | Capex | Meter Related |
| 170 | 32 | 4 | 8 | 21 | 85 | 0 | 1 | 5 | 2 | 6 | 0 | 38 |



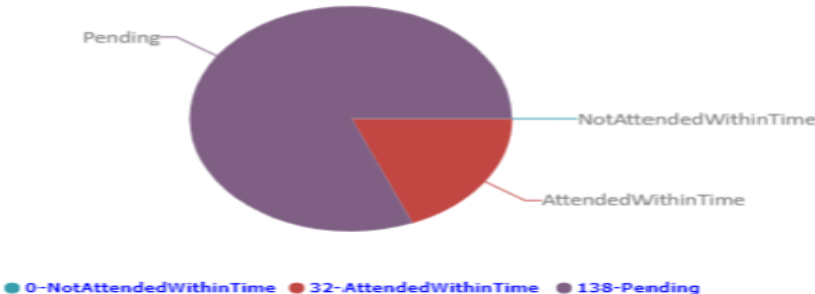
Complaint Status Dashboard

- User Manager
- Report
- Complaint
- Complaint View
- Complaint Dashboard
- Application Request

| Sr No | Type of Complaints | Total Complaints | Attended (Delayed) | Attended (within Time) | Signed | Not signed | Not Required | Redressal Pending | Pending | % Timely Attended | % Delayed Attended |
|---------|---------------------|------------------|--------------------|------------------------|--------|------------|--------------|-------------------|---------|-------------------|--------------------|
| 1 | Login Issue | 4 | 0 | 2 | 1 | 1 | 0 | 0 | 2 | 50.00 | 0 |
| 2 | Tanker Related | 12 | 0 | 7 | 7 | 0 | 0 | 0 | 5 | 58.33 | 0 |
| 3 | SSC Related | 8 | 0 | 1 | 0 | 1 | 0 | 0 | 7 | 12.50 | 0 |
| 4 | Payment Issue | 21 | 0 | 3 | 2 | 1 | 0 | 0 | 18 | 14.29 | 0 |
| 5 | Billing Related | 85 | 0 | 2 | 2 | 0 | 0 | 0 | 83 | 2.35 | 0 |
| 6 | Illegal Connection | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 7 | PMKK Scheme Related | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 8 | Low Pressure | 5 | 0 | 3 | 3 | 0 | 0 | 0 | 2 | 60.00 | 0 |
| 9 | DA Related | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 |
| 10 | TC/TP Related | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 0 |
| 11 | SDMS Related | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12 | Batch Related | 38 | 0 | 21 | 21 | 0 | 0 | 0 | 17 | 55.26 | 0 |
| Total : | | 182 | 0 | 39 | 36 | 3 | 0 | 0 | 143 | 21.43 | 0.00 |

Dashboard

Complaint Status Graph



Service Engineer Mobile App

DashBoard

DATE FILTER



[413]



All Complaint

[363]



Overdue

[0]



Today Overdue

[47]



Completed

[366]



Pending



Attendance

[207]



Tanker



Search Complaints

← Sub Categories

Comp. Type : Leakage

Comp. Count : 2

Comp. Type : Contamination

Comp. Count : 7

Comp. Type : No Water Supply

Comp. Count : 15

Comp. Type : Billing Related

Comp. Count : 83

Comp. Type : Pipeline Related

Comp. Count : 1

Comp. Type : Low Pressure

Comp. Count : 5

Comp. Type : Pits on Road

Comp. Count : 2

Comp. Type : Water Connection Related

Comp. Count : 6

Comp. Type : Meter Related

Comp. Count : 37

← Complaints

Comp. No. : COM033102

K No. :

Cust. Name : Line patrolling team

Mobile No. : 8130701998

Email Id :

Address : NR BHARAT GHAR SURAJMAL METRO STATION

Colony : NR BHARAT GHAR SURAJMAL METRO STATION

Area : 10

MR Code : 462

Zone : NANGLOI

Pin Code :

Nature : TECHNICAL

Type : LEAKAGE

Prob. Since : 2/05/2018

Problem : LEAKAGE

Assign To : SUNIL KUMAR

Registration : 02-05-2018
Date

Close Date : 02-05-2018

Alerts & Activity Dashboard



MESSAGES

ACTIVITIES

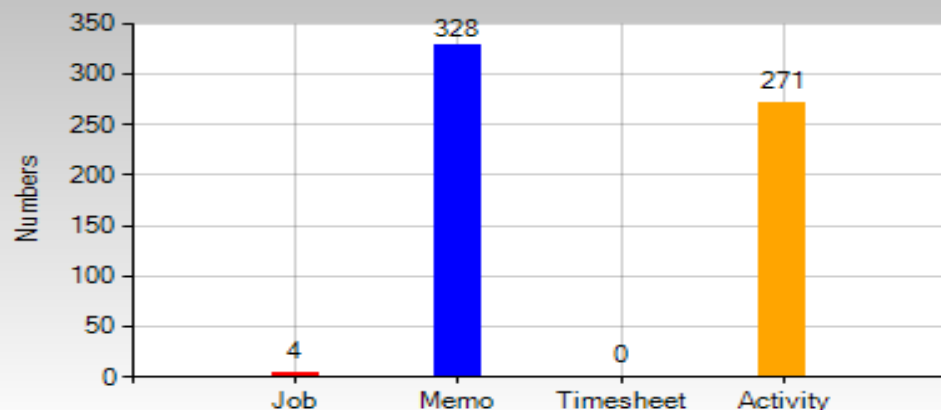


Welcome JAGVEER

Dashboard View

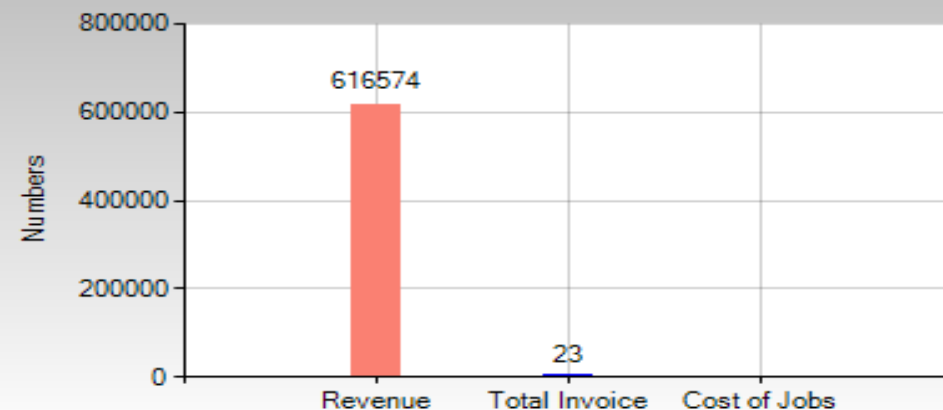
Year

Alerts

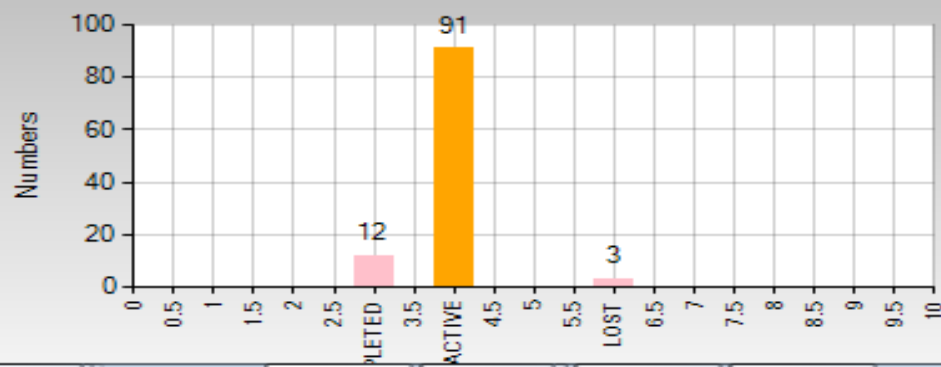


Month

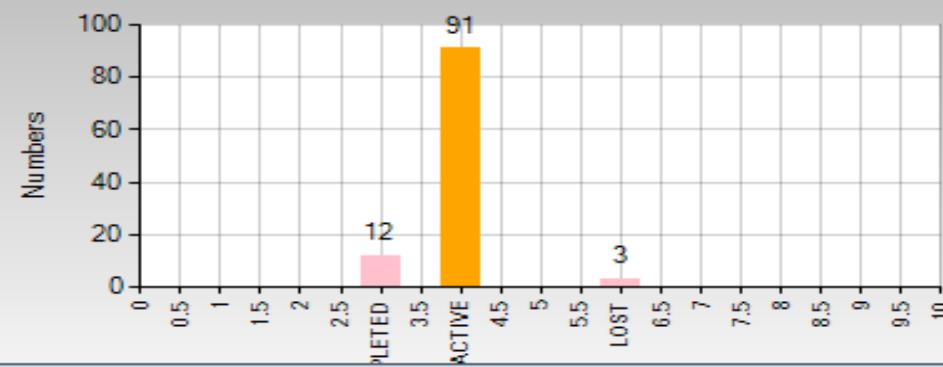
Viability Analysis Company Wise



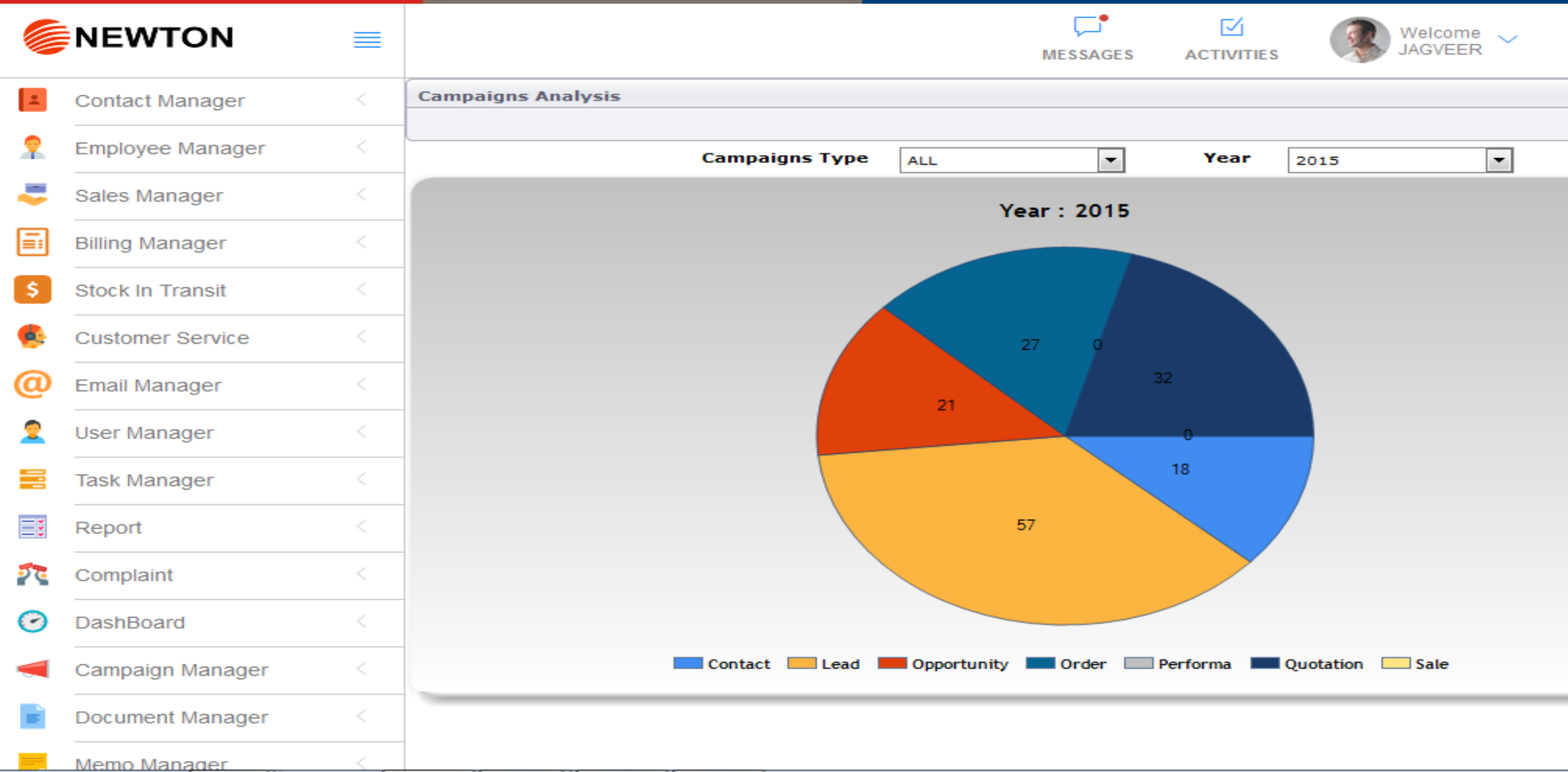
Activity Staff Wise



Activity Department Wise



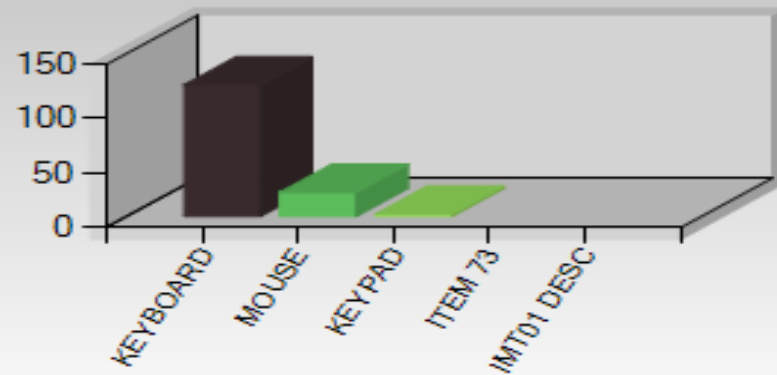
Campaign Analysis



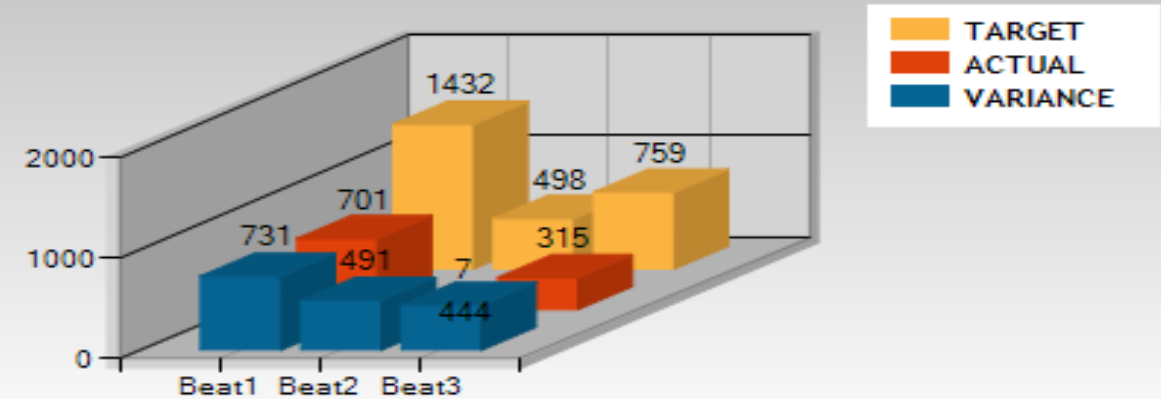
Sales Target vs Actual

From Date DD/MM/YYYY To Date DD/MM/YYYY in 3D ☒ Yes Staff NDCL1 Year 2013 Month AUGUST

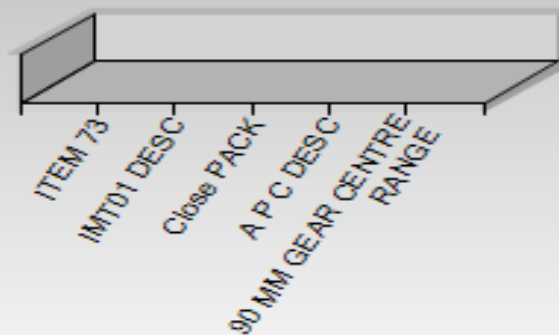
Top Five Items



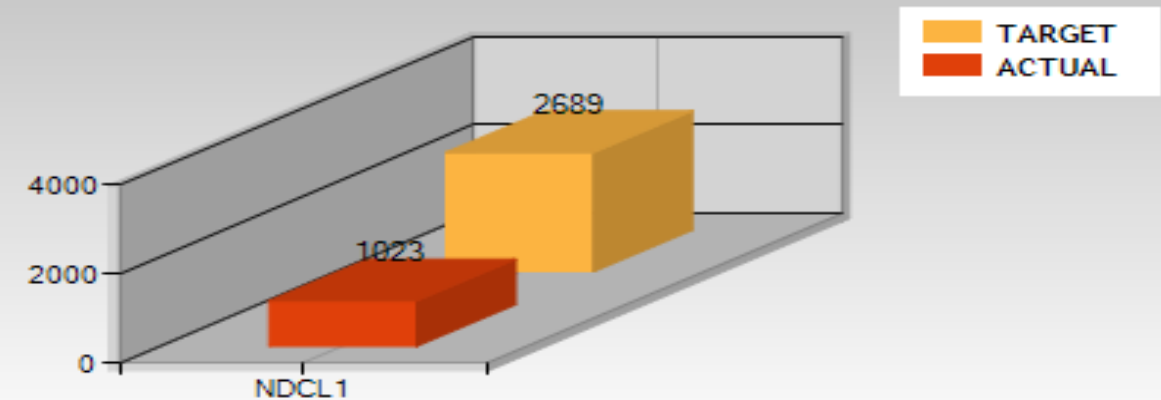
Sales Target Vs Actual with Variance



Bottom Five Items



Traget Vs Actual(Sale Wise)

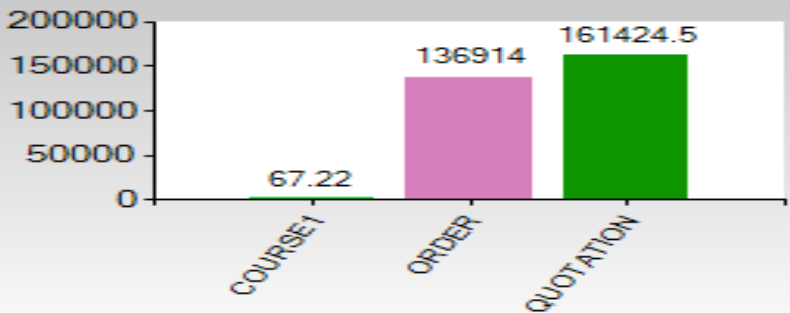


Sales Quotation/Order Analysis

Project ABC COMPANY (AI) Year 2013 To view design in 3D Yes

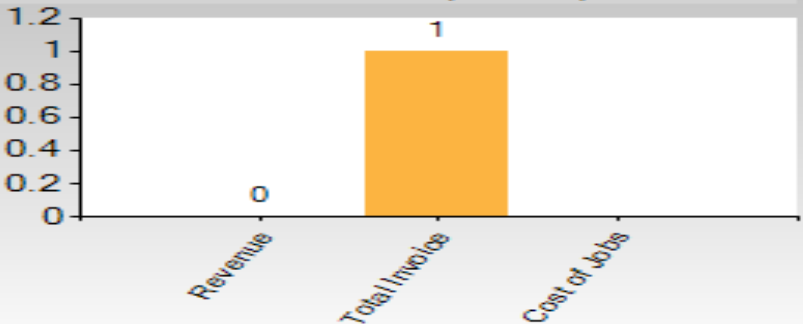
Quotation/Order Company Wise

ABC COMPANY (ABC003)

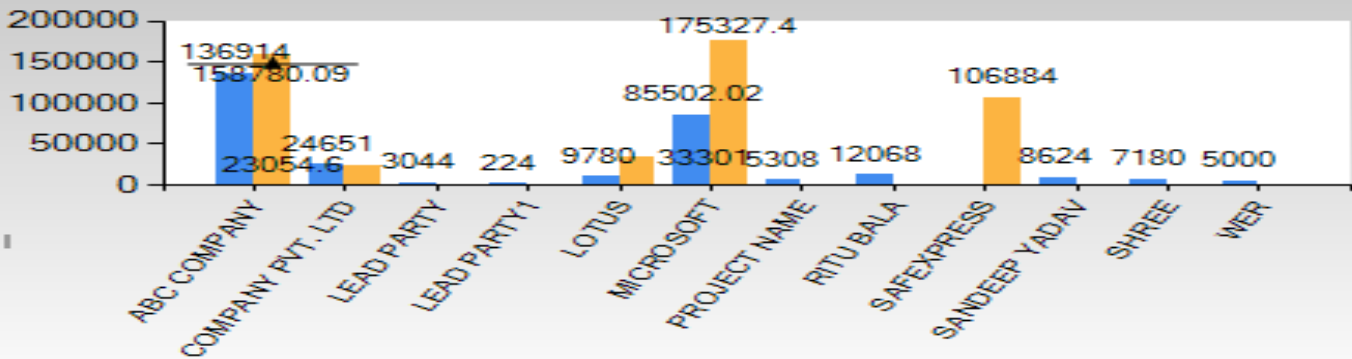


Viability Analysis Company Wise

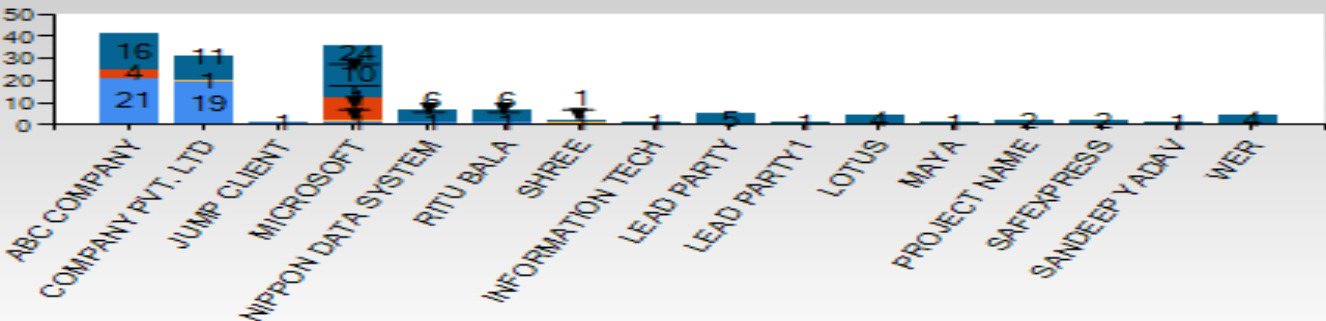
ABC COMPANY (ABC003)



ORDER QUOTATION



QUOT. SEND OPPORTUNITY COMPLETE ACTIVE



Target Vs Actual (Beat wise sale)



MESSAGES



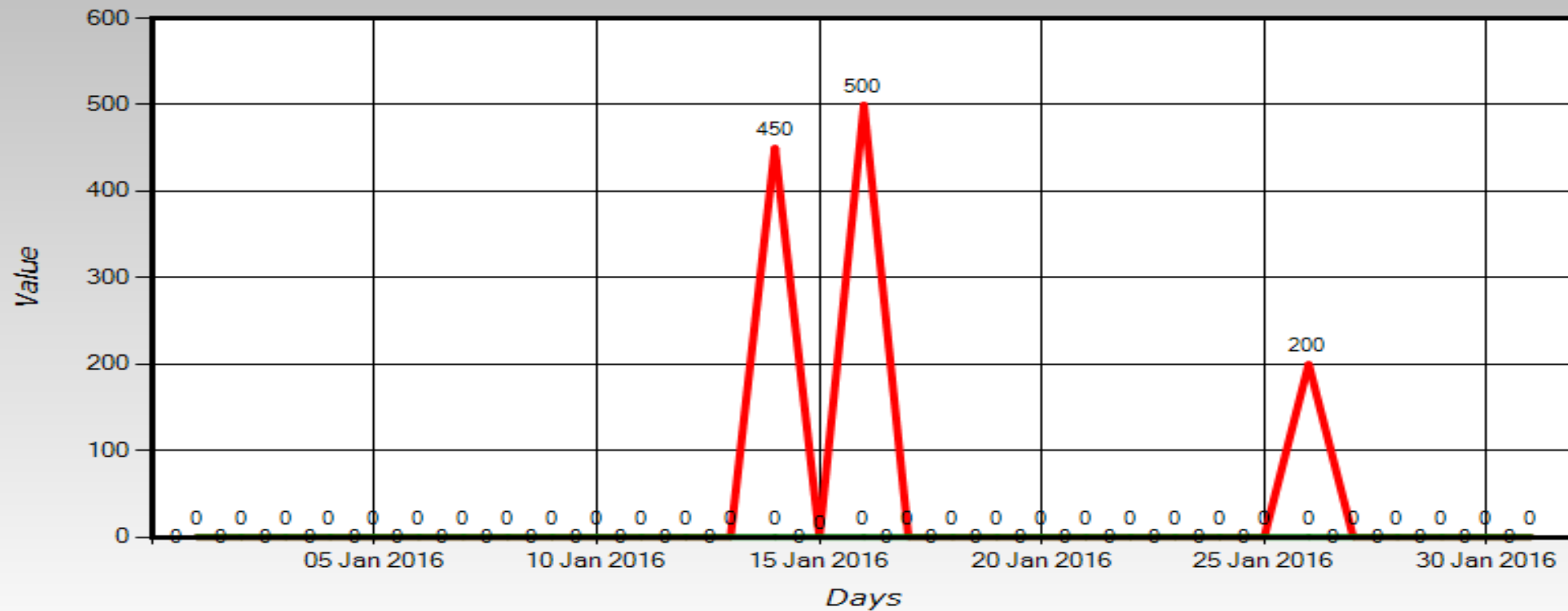
ACTIVITIES



Welcome JAGVEER

Traget Vs Actual(Beat Wise Sale)

Staff JAGVEER Beat beat1 Year 2016 Month JANUARY



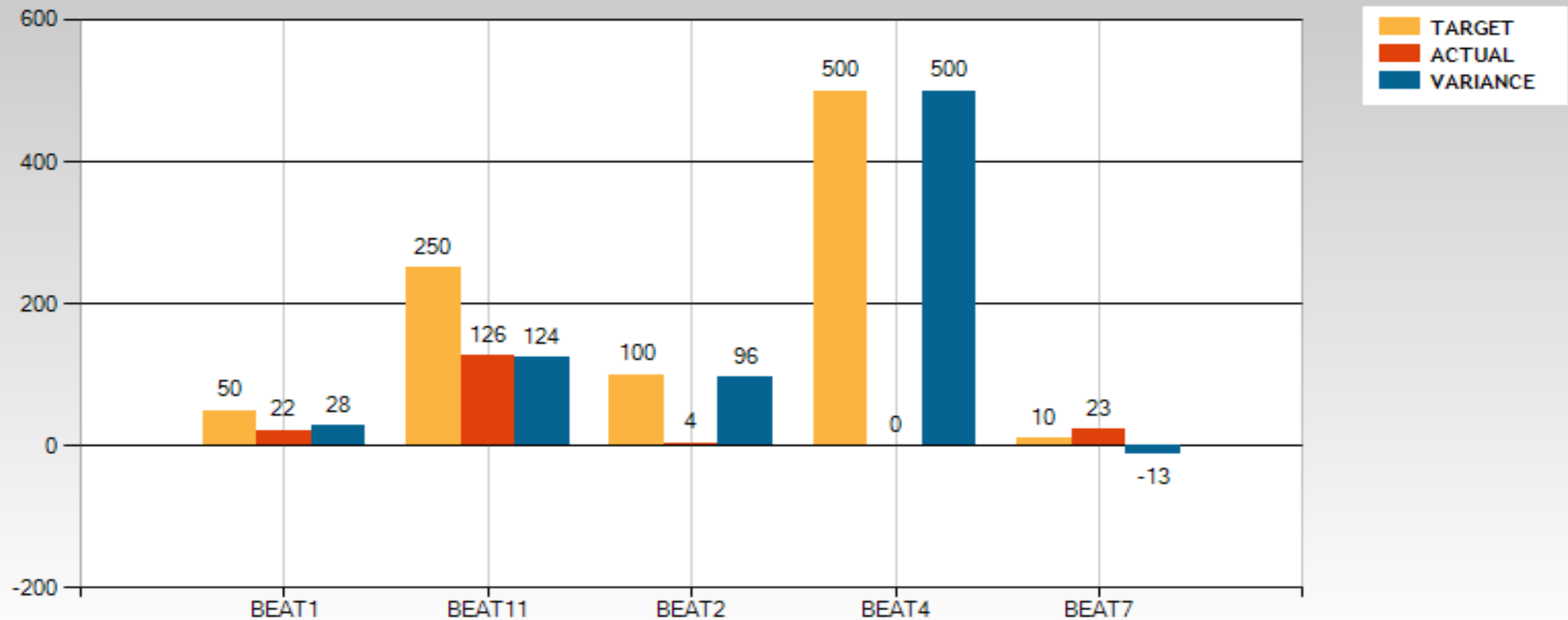
Target Actual

Target Vs Actual(Sales Variance)

Staff GAURAV Year 2015 Month FEBUARY

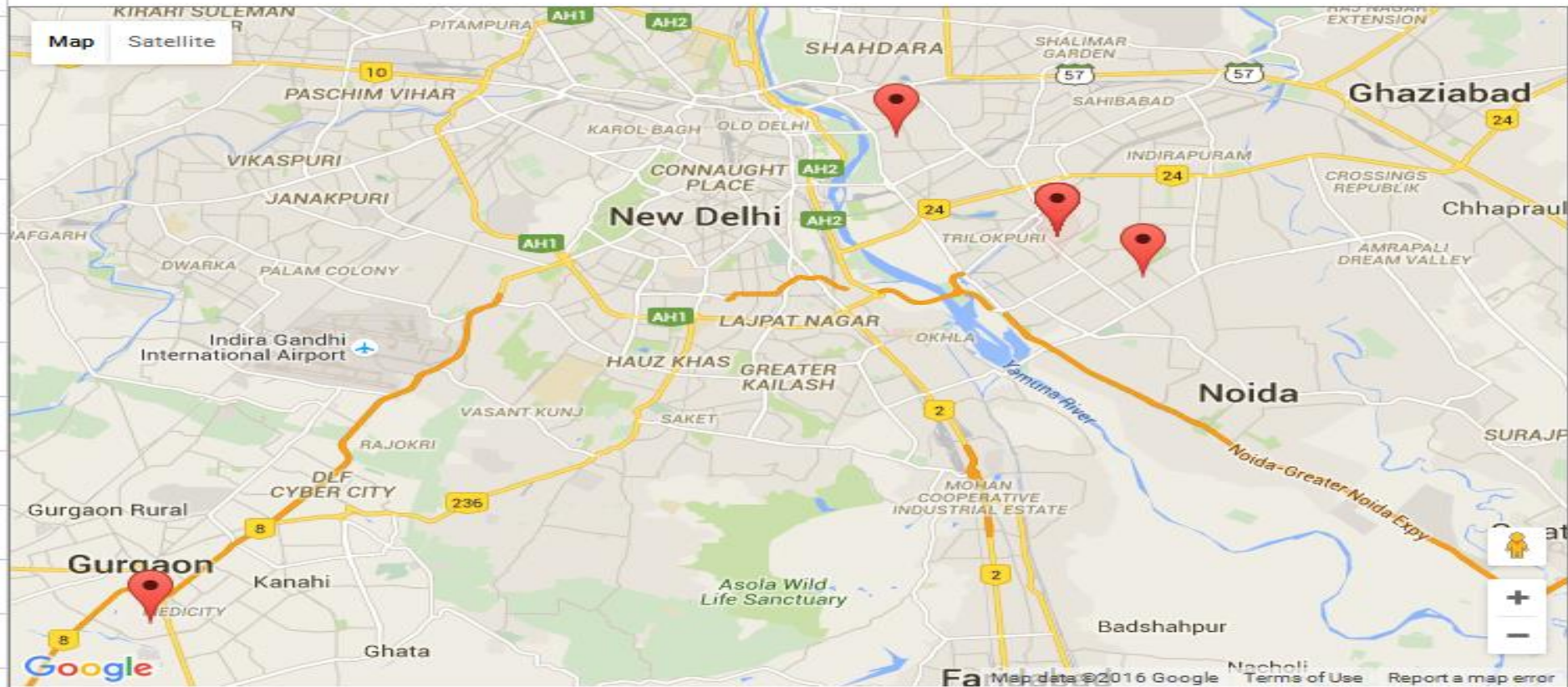
Staff :GAURAV Year :2015 Month :FEBUARY

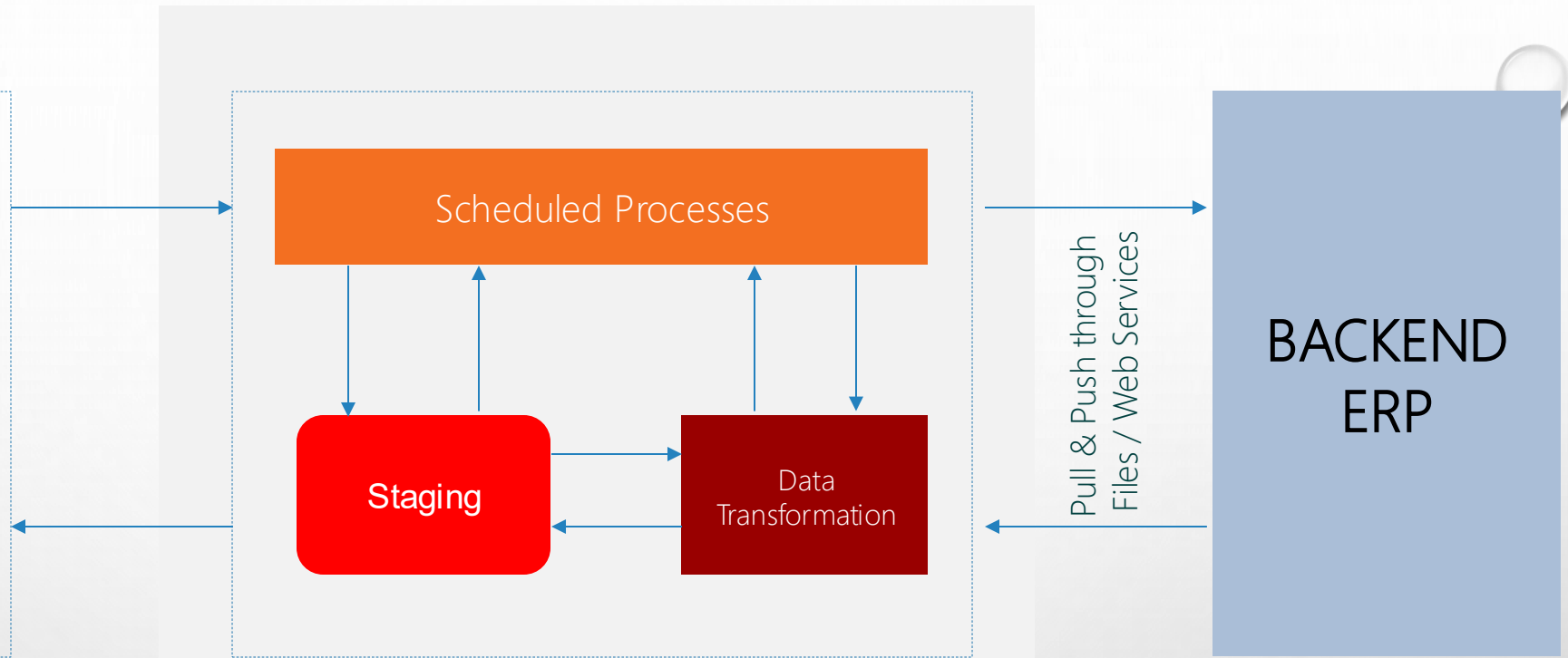
Sales Target Vs Actual with Variance



nippondata[®]

- | | | | |
|-----------|---------------------------------------|--|---|
| City: | <input type="text" value="-SELECT-"/> | Employee/Distributor | <input type="radio"/> Distributor |
| Employee: | <input type="text" value="-SELECT-"/> | <input type="button" value="SEARCH LOCATION"/> | <input checked="" type="radio"/> Employee |





Integration Layer by file Transfer

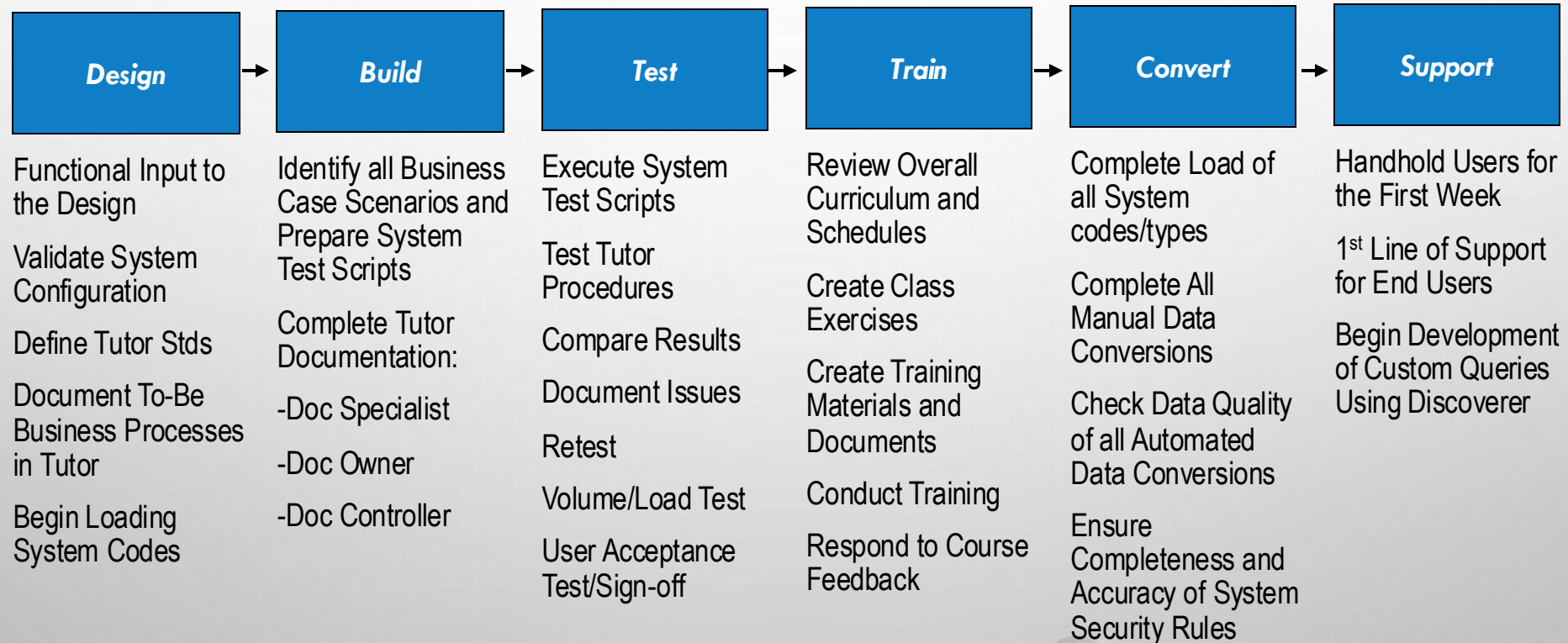
Inventory Integration

- Inventory IN from ERP to CRM
- Inventory OUT from CRM to ERP

Accounts Integration

- Performa Invoice OUT from CRM to ERP
- Invoice IN from ERP to CRM
- Outstanding Payment and Payment IN from ERP to CRM

Approach and Value Proposition





Q&A

Thank You!!

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