

"BRASOV MOVES FORWARD" - "THE GROWTH OF CLIENT SATISFACTION RATE AND PROFITABILITY" - THE GOAL ESTABLISHED SINCE ITS SET UP, LEADS IN 2002 TO A REAL CONSOLIDATION OF CRISOFT POSITION ON ROMANIAN IT MARKET

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11 years of successful implementations in different activity fields and on different business models helped developing CRIsoft Organization ServerTM (CROSTM) on Oracle platform, a performant informatic integrated system, modular, opened and flexible, designed for organization management.

It is well known that the success of an organization depends on client satisfaction rate as well as profitability. The informatic solution developed by CRIsoft ensures the informational support used to obtain profitability, a turnover increase and to improve a company relation with its clients.

From 150.000 to 800.000 subscribers and regional coverage: CRIsoft at Electrica Banat

After a successful implementation of CROS Accountancy, Supply, Stock management systems, SDFEE Banat decides to implement an informatic system that will better sustain the supply, invoicing and customer relationship processes. Initially implemented only at FDFEE Timisoara level the system has been extended to Electrica Banat (covering 4 counties), currently sustaining over 800.000 domestic and industrial subscribers and more than 40 commercial locations or headquarters connected through a WAN.

CROS FRC system implemented by CRIsoft at Electrica Banat completely covers the supply and clients relationship activity: automates the contracts management and reading - invoicing - collecting flow with final results in subscribers accountancy; meters management; clients relationship management as well as informational support for electric power purchasing and consumption.

A complete solution for increased demands: CROS System at APA NOVA

The difference between Apa Nova and other CRIsoft clients is, a client oriented approach of the implementation process: first of all comes the informatisation of commercial activities, only afterwards the informatisation of all the activities considered as a support for basic activities: supplying, stocks, accountancy.

Besides the decrease of operation cost for invoicing process, a better information quality and thrust increase in the information obtained from the invoicing process, Apa Nova created the first Romanian customer relations center in public utilities field. This is based on a call center. The core of the system considering the informational aspect is CROS FRC - the Answering and Claims subsystem.

The selling process optimization - a success factor for Mobexpert Gallery

Mobexpert Group developed and diversified all its distribution and furniture production activities, acquiring in 1999 a valid solution that transforms the selling activity in a large surface store in an easy, convenient and efficient process.

Radacini - integrated informatisation with CRIsoft Organisation Server

Set up in 1991, Radacini Group managed to define its own standards in automotive commerce and automotive service activities, characterized by competitiveness, professionalism and operativity. The informatic solution CROS was implemented in a centralized architecture with 1 central server, having all auto services and stores connected in a metropolitan network, the system allowing on-line analysis of service activity.

By carrying on the mission established since its set up in 1991, to obtain a higher client satisfaction rate, and offering informatic systems that ensure the possibility of fast return of investment (ROI), CRIsoft extended its client portfolio, 2002 representing a real consolidation of CRISOft position on Romanian IT market.