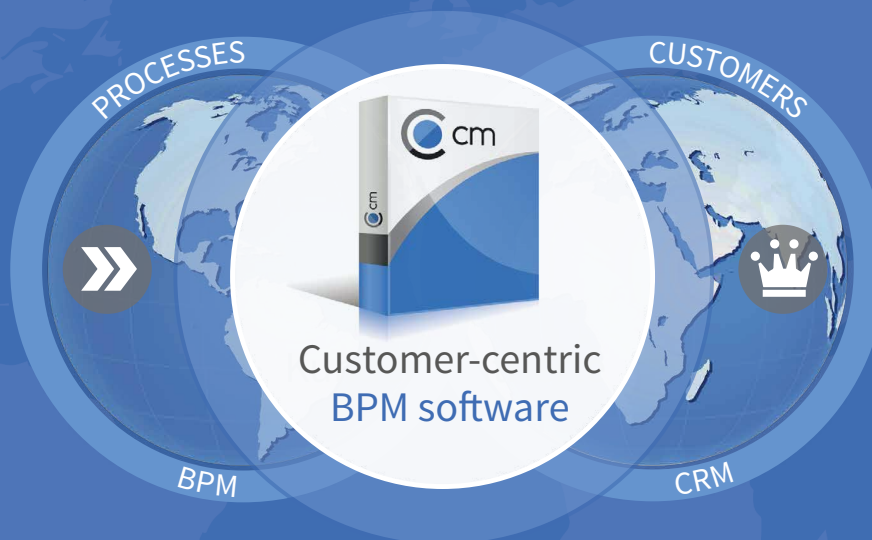


## ConSol CM – Customer-centric BPM software

Flexible processes for your customers –  
directly integrated



Your customers' needs are constantly growing and you need to be able to flexibly respond to changing requirements? Do you also want to stand out from the rest at the same time? **Put your customers at the center of your processes with ConSol CM.**

The customer-centered business process management software ConSol CM allows you to combine flexible design and process automation with features for customer data maintenance. This is exactly what makes ConSol CM unique in comparison with traditional BPM solutions or standard CRM products.

### ConSol CM offers the best of both worlds

Customized business  
process design



Flexible customer  
data management

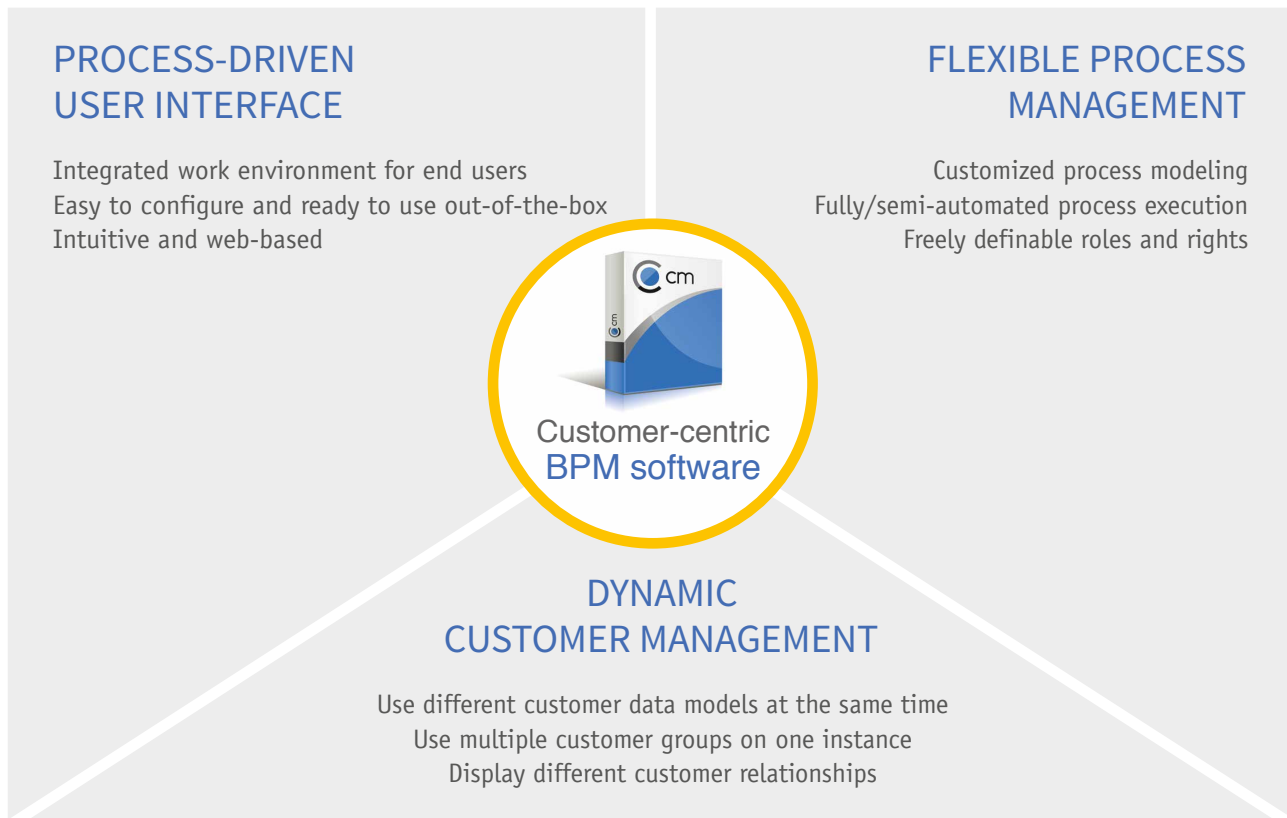
ConSol CM facilitates the **balancing act between customers and processes** and without a time-consuming implementation period, thanks to the **already integrated and process-driven user interface** created with end users in mind.

How you can benefit from ConSol CM:

- Map, control, and automate business processes that focus on the needs of customers and partners
- Integrated, web-based environment: Customized, process-driven setup guiding the end user through his process activities
- Data management for all kinds of customer relationships – flexible modeling for individual relationships in B2B and B2C scenarios
- Integration capacities, flexible expansion, reporting, and more

## ConSol CM – business process management with a focus on the customer

Well distributed, interdepartmental, and resource-efficient processes are at the heart of every company. ConSol CM provides the tools that you require to set up your customer-centered business processes. Flexible processes, dynamic customer data, and an integrated user interface are the three pillars of success for ConSol CM.



## ConSol CM is flexible, sustainable, and transparent

- Open interfaces for easy integration into existing IT architectures
- Secure investment thanks to expandability and scalability, for example, with new requirements or modified processes
- Meaningful reporting: relevant reporting as a basis for continuously exploring potential areas of improvement in business processes
- Organization by processes instead of departments: Clear task and role distribution, and linking of all relevant information with the procedure



*“ConSol CM is helping us uncover a practically unlimited range of customer processes. Today we use the solution not only for highly specialized processes such as medical malpractice management, but also for everyday tasks. ConSol CM helps us in every area with automating manual processing steps and establishing more efficient communication with customers. Its user friendliness impressed our users from the very start.”*

**Ralf Brum, Area Manager for consumer protection at AOK Bayern, a health insurance company**

## Using ConSol CM

ConSol CM offers you key advantages for direct interaction with customers: The BPM software solution offers practically unlimited applications for use and is perfect for business processes in which your employees communicate directly with customers or partners. The areas of application are as varied as your specific business requirements.



**Lead management:** Goal-oriented collection and development of leads to opportunities, all the way to the final sale; campaign management



**Customer service:** Transparent integration of all tasks involved in customer care; efficient processing of customer requests, including returns and complaints



**Help desk:** Experienced quality management for internal and external customers using accelerated support processes (for example, in IT departments), clear assignment of responsibilities, and optimized collaboration



**Case management:** For processes for which solutions must be flexibly adapted to the situation, such as with the coordination of proper support measures in the social and healthcare industries



Then ConSol CM BPM software is perfect for you thanks to its flexible configuration options. Our customers have used ConSol CM to model very specific business processes, such as warranty processing, medical malpractice management, asset management, applicant management, and the list goes on.



## Successful ConSol CM customer projects in practice

There are over 200 ConSol CM installations in companies of all sizes and in all industries. Let our practical examples inspire you for your own project.

### Automotive industry

- d-kn Group: Improved customer service for automobile manufacturers
- Cooper Standard: Streamlined platform for IT service management
- Premium automobile manufacturer: Efficient lead management

### IT services

- KYOCERA Document Solutions: Central platform for customer data
- RZV GmbH: Optimal IT support for complex applications

### Finance and insurance

- UniCredit: Accelerated processing of customer requests
- The German Finance Agency: Software-supported customer service

## What our service offer for ConSol CM includes



### **Consulting and training**

ConSol CM is designed for fast implementation and minimal training time. Our consultants are happy to advise you on topics such as fine-tuning, configuration, and training.



### **IT operations and support**

Would you like to use ConSol CM without being responsible for operation, maintenance, and support? Make the most of our full service offer, which includes support, remote administration, and hosting in our data center in Munich.



### **Experience ConSol CM live**

Take a closer look at the possibilities of the customer-centered ConSol CM BPM software that has already been installed in over 200 companies. Register for a personal online demonstration by contacting us via telephone or visiting our website.



### **Find out more**

Contact us for additional information on the ConSol CM functions, system requirements, and price models. We will gladly assist you with your individual requirements.



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## The origins of ConSol CM

The customer-centered ConSol CM BPM software is an exclusively in-house development from ConSol CM. It was developed by people in the field for people in the field. At ConSol the software is used for numerous processes across the board. Employees from the areas of process management, customer service, and sales constantly contribute their own ideas to the further development of our BPM software.

ConSol Software GmbH was established in 1984 and is based in Munich, Germany. The team of 250 highly-qualified employees at ConSol is ready to support you as a full-service provider for your IT projects. The company has experience in a wide number of industries and is manufacturer-independent.