



Dimensions

Financial Software Consultancy Services Pvt.Ltd



CRM Dimensions

Gateway to customers

Dimensions Corporation

“Welcome to the world of
Dimensions, where
innovation is the way of life”



Dimensions Corporation is a group of IT companies established during the early 2000. As a corporate identity in meeting strategic objectives of clients, each company retains an extreme vertical focus with dedicated expertise whilst servicing the client.

Dimensions Corporation imbibes service quality standardization, global reach and technical strength required to service customers. Treasured by years of experience in delivering software solutions for the global client, Dimensions have now developed a top-class delivery model in meeting the ever-increasing needs of customers.

Dimensions Corporation conglomerate specializes in products like Core Banking, Islamic Banking, Basel II - Financial Risk Management, CRM Solutions, Tele-Services, Internet Banking, Accounting, Bidding and Trading, Building Automation, Campus ERP, Filing Systems, Healthcare Solutions, HR Engine, NBFC Management System, Shipping, Warehouse & Fleet Management Systems.

Dimensions Corporation has an IT team of 1000 dedicated employees globally for its IT / ITES services and is part of the USD 100 Trillion Trinity Group.

Visit us on <http://www.dimensionsgroup.com>

Dimensions Financials

“Solutions beyond frontiers”



Dimensions Financial Software Consultancy Services Pvt. Ltd. is a part of the Dimensions Corporation equipped to provide value added software solutions and specialized consultancy in areas specific to Financial Sectors and Client Services. Solutions from Dimensions Financials addresses business needs by applying experience and expertise combined with the latest of technological additions to producing quality software with an excellence in service.

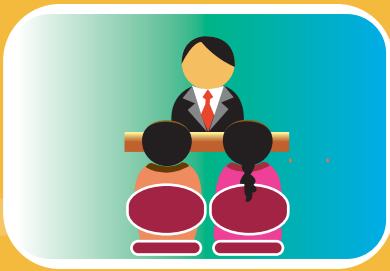
Vision

To provide scalable, reliable, secure and cost-effective financial software solutions

Mission

Create and distribute new financial products and reusable financial software modules using rapid application development, delivery methodologies and tools, which works independently or integrated with third party systems

CUSTOMER RELATIONSHIP MANAGEMENT (CRM)



CRM Dimensions

Customer is the king. Whether it is in Banking, Insurance, Real Estate, Retail or any other domain around the globe. Building a close customer relationship and maintaining the synergy over time proves to be the foundation stone for any business's growth. In a global competing market with the customers moving around the world, providing quick and quality service, round the clock, holds the key in maintaining the existing customers as well as building new relationships.

CRM Dimensions is a cost effective customer centric Java Based CRM solution designed exclusively for small and medium enterprises.

CRM Dimensions System Features

- CRM Dimensions is a complete web based application program.
- Uses open standards like Java/J2EE.
- Browser independent, can work with any browser like Mozilla Firefox , IE, Netscape.
- Configurable desktop and quick menus through user interface.
- Enabled with an on Screen Help System.
- Report generation in PDF, EXCEL and HTML formats.
- Database independence with easily extensible modules.
- Ability to work with other homogeneous and heterogeneous systems using web services.
- Adhoc Report Generation Tool.

CRM Dimensions

Marketing Module

- Contact Management
- Market List Management
- Campaign Management
- Lead Management

Sales Module

- Sales Lead Management
- Opportunity Management
- Quote Processing
- Order Processing
- Invoicing
- Account Management

Service Module

- Case Management
- Call Logging
- Customer Request
- Customer Complaints
- Call History

MIS & CRM Analytics

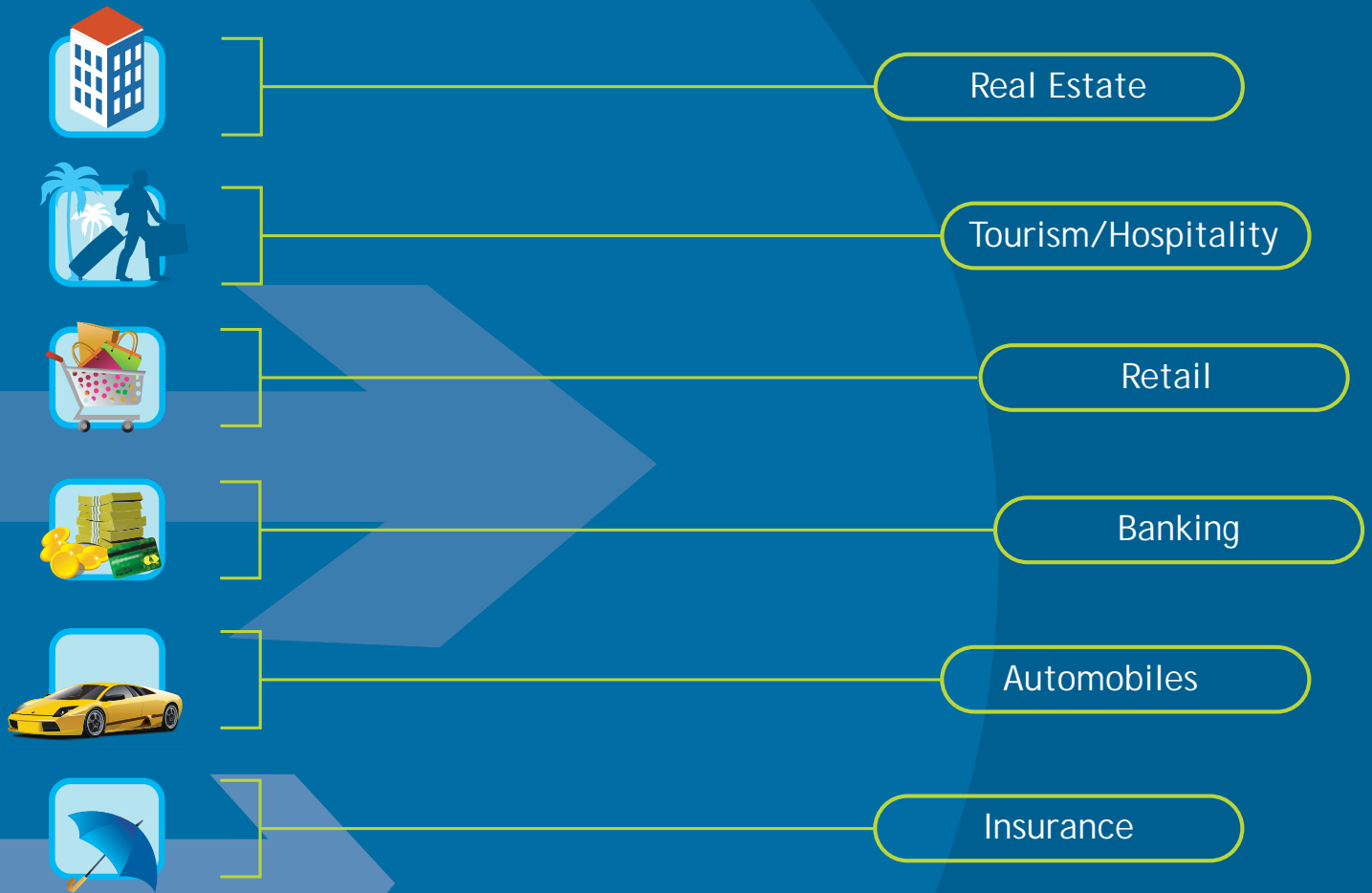
- Campaign Performance Analysis
- Campaign Response Analysis
- Campaign Cost Revenue Summary
- Agent Performance Analysis
- Sales Analysis
- Service/Customer Interaction History

Others

- Knowledge Base
- Templates
- Email & SMS Integration

CRM Dimensions VERTICALS

CRM Dimensions is designed to cater to various business verticals.



Return On Investment

Revenue Enhancement

- Increase in total sales
- Improved customer retention
- Reduced lost sales (due to unavailability of services or goods)

Margin Enhancement

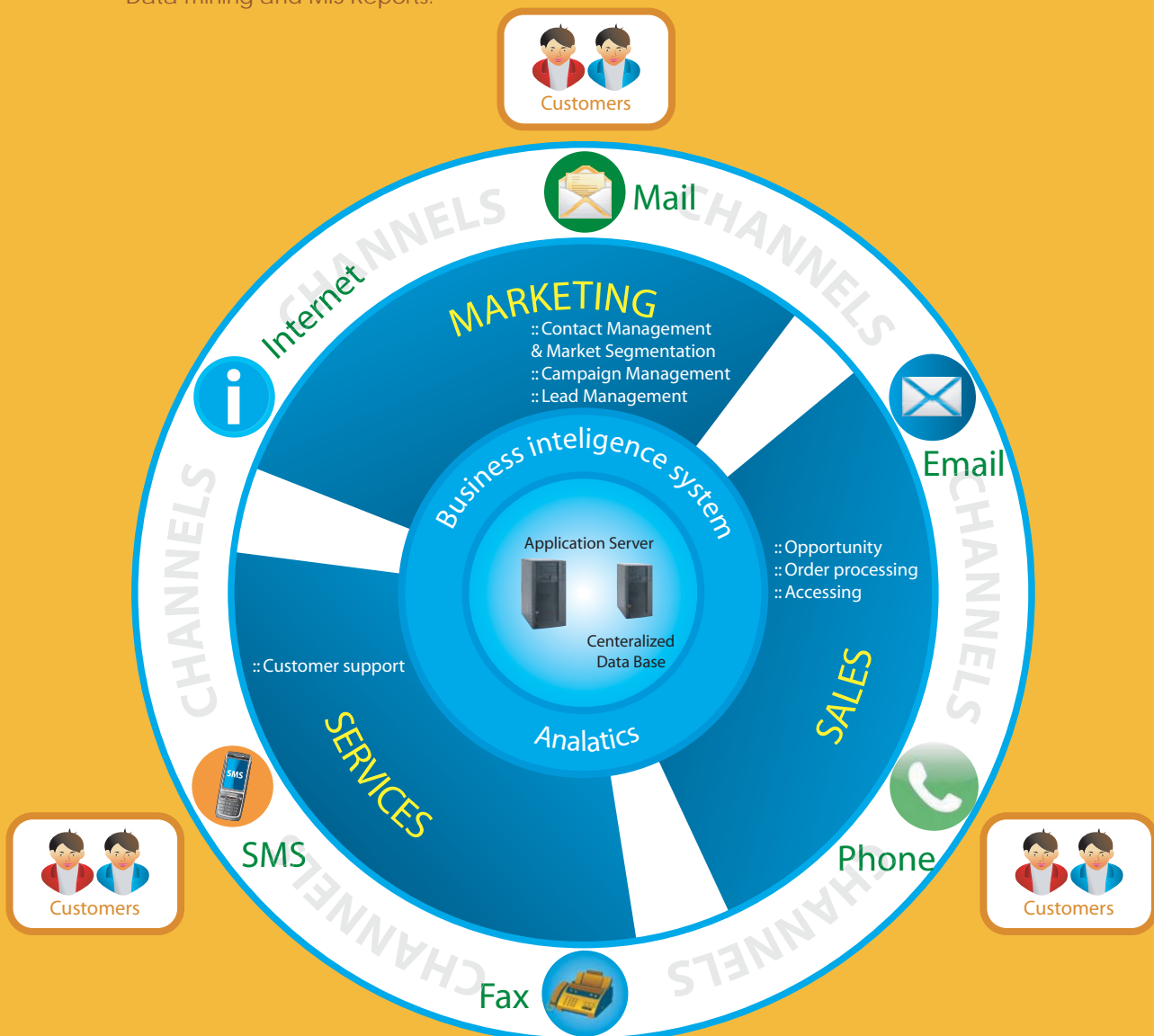
- Up sell customers to more profitable items of their own requirements by MIS reports

Cost Reduction

- Reduced customer acquisition cost
- Decrease in cost of sales
- Decreased cost to retain and serve customers

CRM Dimensions Advantage

- Increased sales through anticipating customer needs based on market Intelligence and historic trends.
- Identifying needs more effectively by understanding specific customer requirements.
- Identifying which of your customers are profitable and which are not.
- Cross selling of other products and services by highlighting and suggesting alternatives or enhancements.
- Effectively targeted marketing communications aimed specifically at customer needs.
- A more personal approach and the development of new or improved products and services in order to win more business in the future.
- Streamlining of front office functions like Sales, Marketing and Services.
- Enhanced customer satisfaction and retention.
- Improved profitability by reducing sales & marketing cost and increasing overall efficiency.
- Converting people oriented systems to process oriented systems.
- Coordination of budgeting activities.
- Data mining and MIS Reports.



OTHER PRODUCTS & SERVICES

- Core Banking Dimensions

The *eFin* Core Banking System advantages from Dimensions Financial's ensures traditional Banking and Financial institutions to meet their business challenges with more vigor and confidence.

- Islamic Banking Dimensions

Islamic Banking from Dimensions Financials is the banking concept in compliance with the *Sharia* principles from the holy book *Quran*. This unique accounting system is rapidly expanding in countries like Malaysia, Bahrain, U.A.E., Kuwait, Qatar, Saudi Arabia, South Africa, Switzerland and U.K. amongst others.

- FRM Dimensions - Basel II Complaint

Financial Risk Management is the management of exposure to risks using financial instruments. Sound risk management at banks within a country is a pre-requisite for a stable financial system. The Basel II complaint Financial Risk Management Suite from Dimensions Financials helps Banks to assess, manage and report the Credit, Market and Operational Risks.



Animation Dimensions

Dimensions Logisoft India Pvt. Ltd.

Dimensions Business Outsourcing Pvt. Ltd.

Dimensions Cybertech India Pvt. Ltd.

Dimensions Financial Software Consultancy Pvt. Ltd.

Dimensions Innovation Labs Pvt. Ltd.

Humanitics Dimensions Software Pvt. Ltd.(UK)

Time Center Inc. , USA

The Human Resources Department Inc. , USA

Dimensions Middle East FZE, UAE



Dimensions Financial Software Consultancy Services Pvt. Ltd.

112 Nila, Technopark, Trivandrum, Kerala, India. Phone: +91 471 2527333, 2527676, Fax: +91 471 2527666

Email: contactus@dimensionsgroup.com, Website: <http://www.dimensionsfinancials.com>