

SuperOffice ensures overview and follow-up



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Henrik Løftgaard, Managing Director, KJV



SuperOffice has become the go-to application for discussion with and monitoring of customers at the wholesaler, KJV.

Initially, the choice was between Microsoft CRM and SuperOffice CRM. KJV chose SuperOffice.

These consultants use SuperOffice to extract sales figures and collect all their customer data. For optimum flexibility, SuperOffice can be accessed on a PC, iPad and mobile telephone.

User-friendly

"We're very happy with SuperOffice which we've used for seven years. It's a user-friendly CRM system which is the most important tool for our consultants. It works very well, and everyone uses it all the time. SuperOffice has become the mouthpiece of the consultants when they are out in the marketplace, both in terms of KJV itself and KJV's customers," says Managing Director Henrik Løftgaard from KJV A/S.

Excellent Management Tool

SuperOffice gives consultants the ability to extract key financial figures relating to

their customers so that they are always able to retain a complete overview of their sales. Henrik Løftgaard is also able to monitor each consultant's results and discussions with customers which makes the system an excellent management tool.

Online Dashboard

KJV has had a special feature developed for SuperOffice. It is a so-called online dashboard which allows customers to see how far they are from being paid their loyalty bonus. More than 100 customers have access to their own dashboard which has contributed to increasing KJV's total sales.

It was Concare IT that put KJV in contact with the supplier who delivered and installed the company's current online dashboard solution.

Service-minded

Concare IT has serviced KJV for five years. Henrik Løftgaard is very satisfied with the partnership and its results. "Concare IT is an expert supplier and partner. We do not need a great deal of communication on a day-to-day basis as things are working well. Concare IT staff are service-

minded and very know-ledgeable about SuperOffice. That was the main reason we chose them to service our system in the first place. If we occasionally have a problem, they are quick to solve it," says Henrik Løftgaard.

"We look forward to continuing our partnership with Concare IT. They are professional, service-minded and understand what our business needs are in terms of driving our sales," says Henrik Løftgaard.

KJV in Odense sells tools for manufacturing companies in the steel industry. The company has 35 consultants who use SuperOffice as their main customer management tool.

