

Avanade® Customer Relationship Management Solution

Case, Grants and Rebates Management

Designed for change



A simplified approach

The Avanade Case, Grants and Rebates Management solution helps your public or commercial organization efficiently manage cases, process claims and allocate grants for the most complex, data-heavy and time-consuming customer interactions—in the cloud or on-premise.

An intuitive xRM solution based on Microsoft Dynamics® CRM

- Includes guided processes and tools to make it easier and faster for agents to identify issues and resolve problems.
- Provides an intuitive graphical user interface that displays a single view of each phase in the grant application process or case. Users can quickly view progressions through these phases and take appropriate action and decisions.
- Leverages role-tailored forms to boost operational efficiency by presenting agents, managers and executives with relevant and timely access to accurate information.
- Uses custom dashboards, goal tracking and continuous auditing to ensure service level agreements and other key performance indicators are achieved.
- Takes advantage of web-based configuration tools to configure the solution to your specific needs quickly and easily.



From Accenture and Microsoft

Shaped around your organization

The Avanade Case, Grants and Rebates Management solution is based on Microsoft Dynamics® CRM 2011. It is a standardized, yet configurable platform that can be tailored to your organization's individual case, grants or rebates management approach.

Our solution supports a variety of programs you want to roll out. It helps you manage a range of case based relationships; from high-complexity grants that rely upon significant workflow-driven approval processes to rebate claims.

To help improve operational efficiency, the solution closely integrates with your other systems such as enterprise resource planning, business intelligence and finance. We also help you mitigate risk and reduce your time-to-market with reusable assets that have been rigorously tested.

Do you find it difficult to track complaints, business inquiries or requests for enhancements?

Processing cases often generates large amounts of data due to multiple communication channels. Organizations risk increased costs and lower customer satisfaction if they are unable to locate specific information, such as case histories or the current status of claim applications. The Avanade Case, Grants and Rebates Management solution provides organizations with the framework to respond to these challenges.

Are you challenged with the management of grant requests and the distribution of payments?

Grant requests can be complicated. They require the verification of funding sources, validation of organizations during the application process, and ensuring payments are distributed accurately can over utilize your resources. With our solution, grants programs can be uploaded quickly and efficiently on a shared, common online platform—while providing secure silos of data and process.

Is the volume of rebate claims and your verification process a burden especially across multiple programs?

Participation must be high for rebate programs to be successful. The fact that customers are required to provide proof of purchase information decreases the speed your organization can process rebates. Inaccurate reporting on the status of claims leads to lower customer satisfaction. Our solution quickly enables your staff to find up-to-date information across multiple programs to service customers efficiently.

Increase efficiency, quality and satisfaction levels with comprehensive tools and capabilities

- Approval Workflow
- Allocations Management
- Payment Coordination
- Grants Processing
- Rebate Claim Processing
- Outcome and Verification Measurement
- Audit Management
- Multiple Funding Sources
- Freedom of Information Requests
- Complaints Management
- Time Tracking
- Q&A and Comments Management
- Data integration

Avanade Online Services (AOS) is here to help. We have developed a flexible, scalable and cost effective Software-as-a-Service (SaaS) delivery platform for solutions based on Microsoft Dynamics CRM. Organizations can benefit from improved Case, Grants and Rebate management and take advantage of the faster time to market, cost and operational ease of the cloud.



About Avanade

Avanade provides business technology services that connect insight, innovation and expertise in Microsoft® technologies to help customers realize results. Avanade's services and solutions help improve performance, productivity and sales for organizations in all industries. Additional information can be found at www.avanade.com.

Americas

Seattle
Phone +1 206 239 5600
America@avanade.com

Sao Paulo

Phone +55 (11) 5188 3000
latinamerica@avanade.com

Asia-Pacific

Singapore
Phone +65 6394 7888
AsiaPac@avanade.com

Europe

London
Phone +44 (0) 20 7025 1000
Europe@avanade.com