

EVERY POTENTIAL REALIZED



Forms & Documents
Management

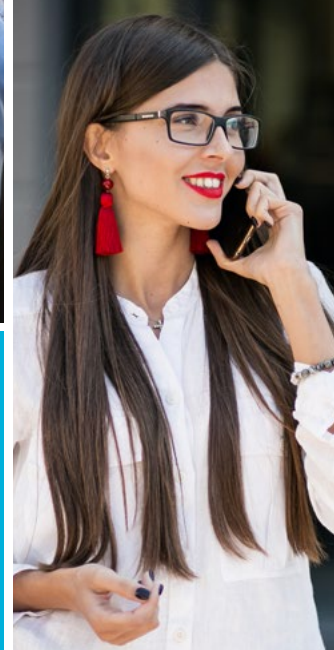


Marketing
Management








Unlimited Customers

CUSTOMER RELATIONSHIP MANAGEMENT



THE TOTAL SOLUTION SYSTEM FOR YOUR BUSINESS

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Marketing
Management



CUSTOMER RELATIONSHIP MANAGEMENT (CRM) “Every Potential Realized”

Mallats Customer Relationship Management (CRM) Module covers the complete cycle of sales module from creation of Customer Account, Contact, Lead & Opportunity Follow-up, Quotations and Order to Invoice Generation.

The Marketing module can plan, manage and track the marketing campaigns from development to launch. The Customer Services module includes the Contracts, Case Management and Service Scheduling with online Customer Interaction and Feedback .

Technologies:

- Intranet / Internet based
- Accessible Through Any Browser
- ASP.NET & C# Development Tools
- Microsoft SQL Database
- Mobile Application

Why Mallats?

Product Specific:

- Centralize Customer Information
- Automate Marketing Interactions
- Provide Business Intelligence
- Facilitate Communications
- Track Sales Opportunities
- Analyze Data
- Responsive Customer Service

Product General:

- Business Intelligence Reporting
- In-Built Document Workflow
- Bi-Lingual Arabic/English
- Powerful Security Control
- Fully Integrated ERP

Customer Relationship Management Functionalities:

- Sales Module
- Marketing Automation Module
- Customer Services Module
- Analytics and Reports



SALES MODULE

Sales Module provides the comprehensive sales management where the entire sales cycle from Lead to Project Finalization can be managed.

Companies can define their own sales cycle with unlimited number of levels and defined schedules.

Unique Features

Product Specific:

- Unlimited Customers
- Unlimited Sales Flow Levels
- Unlimited Documents
- Multi-level Scheduling
- Sales Tracking
- Management Level Dashboards

Product General:

- Supports Document Attachment
- Posting Alerts (Emails, sms..etc)
- Bi-Lingual Arabic/English
- Powerful Security Control

Sales Module can be used to track the progress of Sales Lead with total control using schedules and workflows.

All supporting documents like quotations, purchase order etc. can be attached to the sales tickets.

Technologies:

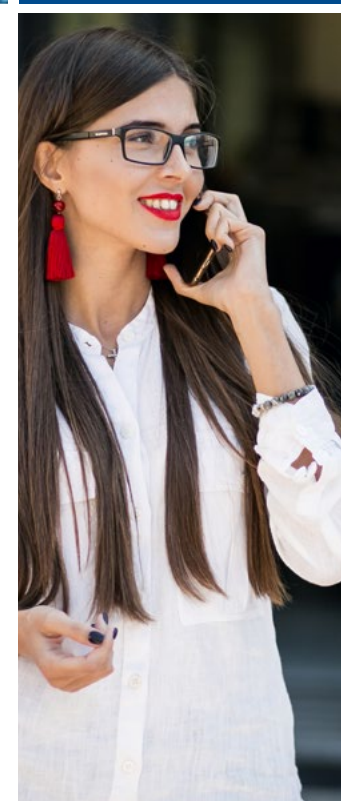
- Intranet / Internet based
- Accessible Through Any Browser
- ASP.NET & C# Development Tools
- Microsoft SQL Database
- Mobile Application

Sales Module Functionalities:

- Sales Flow Management
- Schedules Management
- Documents Management
- Customer Database Management



Posting Alerts



Schedules
Management



Unlimited Customers

Forms & Documents
Management



Customer Services



Unlimited Marketing Campaigns



Unlimited Service Categories



MARKETING AUTOMATION MODULE

Marketing Automation Module as the name suggests automates your entire marketing department and related activities. Users can define complete marketing campaigns electronically and execute it using preset schedules. The corporate website can also be managed.

Unique Features

Product Specific:

- Unlimited Customers
- Unlimited Marketing Campaigns
- Multiple Correspondence Types
- Website Update & Management
- Marketing Statistics
- Management Level Dashboards

Product General:

- Supports Document Attachment
- In-Built Approval Workflow
- Posting Alerts (Emails, SMS..etc)
- Powerful Security Control

Marketing Automation has a built-in functionality of bulk e-mails and messaging which can be scheduled to be sent automatically to all or set of customers. A comprehensive database of customers or potential customers can be managed in the system.

Technologies:

- Intranet / Internet based
- Accessible Through Any Browser
- ASP.NET & C# Development Tools
- Microsoft SQL Database
- Mobile Application

Marketing Automation Module Functionalities:

- Correspondence Management
- Campaigns Management
- Website Management
- Customer Database Management



CUSTOMER SERVICES MODULE

Customer Services Module automates your entire customer services and related activities. Customer Service areas can be pre-defined in system and limited or full access can be provided to customers based on customer type or services used. A comprehensive yet easy to use Customer Support Portal is also available as part of the system.

Unique Features

Product Specific:

- Unlimited Customers
- Unlimited Service Categories
- Multiple Correspondence Types
- Customer Support Portal Update
- Customer Communication
- Management Level Dashboards

Product General:

- Supports Document Attachment
- In-Built Document Workflow
- Posting Alerts (Emails, SMS..)
- Powerful Security Control

Customer Services Module has built-in functionalities of e-mails and messaging which can be scheduled to be sent automatically to all or set of customers.

Technologies:

- Intranet / Internet based
- Accessible Through Any Browser
- ASP.NET & C# Development Tools
- Microsoft SQL Database
- Mobile Application

Customer Services Module Functionalities:

- Customer Support Portal
- Customer Service Levels
- Customer Support/Service Tickets
- Customer Communications



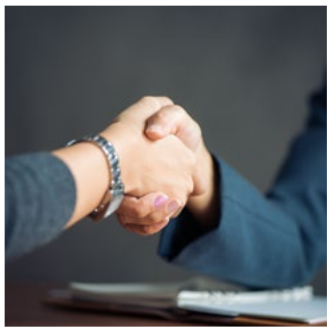
Marketing Statistics



Management Level Dashboards



Posting Alerts



Customer Support Portal Update



Charts & Graphs



ANALYTICS & REPORTS MODULE

Analytics & Reports Module provides most comprehensive analysis and reports with regards to customer relationship management. Users can design their own reports with statistics regarding sales trends, marketing, customer services etc.

Unique Features

Product Specific:

- Unlimited Reports
- Drag & Drop Columns/Rows/Data
- Employee Family Documents
- Report Filters
- Charts & Graphs

Product General:

- Supports Document Attachment
- In-Built Approval Workflow
- Posting Alerts (Emails, SMS, etc.)
- Powerful Security Control

Analytics & Reports Module has built-in pivot and standard reports which can be designed easily with drag and drop functionality.

Reports can be saved in system and refreshed for different periods or criteria.

Technologies:

- Intranet / Internet based
- Accessible Through Any Browser
- ASP.NET & C# Development Tools
- Microsoft SQL Database
- Mobile Application

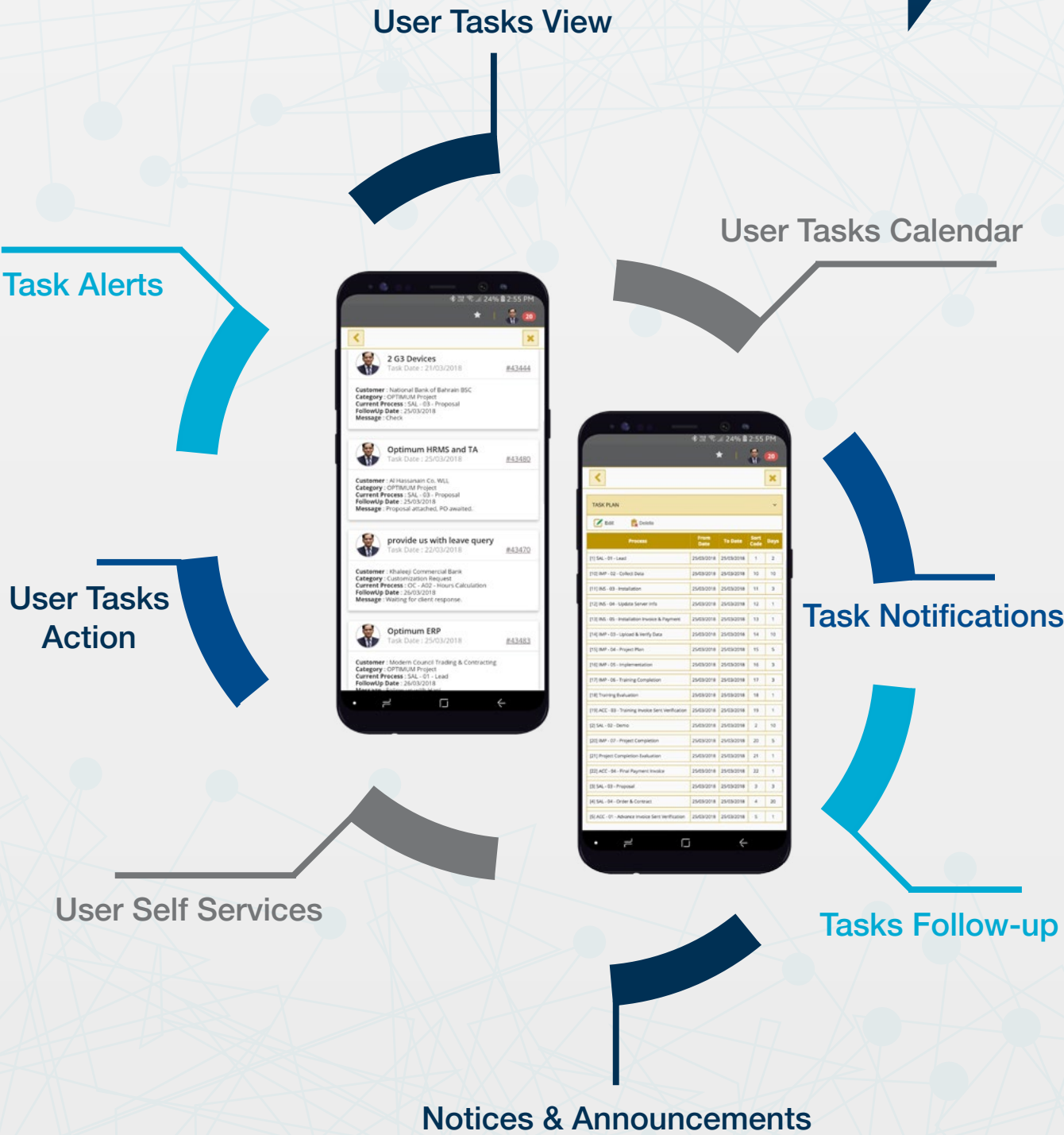
Analytics & Reports Module Functionalities:

- Pivot Reports
- Standard Reports
- Dashboards



Employee Family Documents

CRM MOBILE APPLICATION FEATURES





Sales Module

No.	Date	Current Employee	Customer	Category	Subject	Followup Date
Department: Accounts - 9 Items						
Process: ACC - 01 - Advance Invoice Sent Verification - 4 Items						
5434	08/01/2014	Ammar Hussain Mansoor	Ryhana Magazine	Web Development	Website Redesign and Development	28/04/2014
17517	17/08/2015	Ashraf Bilal	Hyatt Plaza	OPTIMUM Project	Inventory system requirement	18/08/2015
Process: ACC - 02 - Advance Collection Verification - 7 Items						
43261	05/03/2018	Ali Alshuaila	Middle East Wealths L.L.C	OPTIMUM Project	Optimum ERP	31/03/2018
4199	26/08/2013	Ammar Hussain Mansoor	Masandah UGL	OPTIMUM Project	Optimum ERP	18/09/2013
35499	03/10/2016	Ashraf Bilal	Wahd AlMansour School	Wolke Projects	Wolke School Management System	06/10/2016
38868	04/06/2017	Muhammed Sajid Khan	Shannon Engineering	Wolke Projects	Wolke MyStaff Project	06/08/2017
Process: ACC - 03 - Training Invoice Sent Verification - 19 Items						
4772	08/10/2013	Ashraf Bilal	Al Amthal for Consultancy & Software	OPTIMUM Project	Visa contacts in CVRM	09/10/2013

Logo	Group Code	Code	Name	Country	Tel. No.	Website	A/C Officer	Status	Open Date	Close Date	Action
Company Type : Customer Count : 4882											
Relationship : No Relation Count : 3368											
Branch : Amthal Group - Bahrain Count : 3305											
Category : Industry Classification/Automobiles/Car Dealers Count : 25											
Category : Industry Classification/Automobiles/Garages Count : 1											
Category : Industry Classification/Automobiles/Heavy Equipment Count : 1											
Category : Industry Classification/Automobiles/Parts Count : 14											

English Name	Arabic Name	Publishing Date	Active
Amthal All Bahrain Contacts	Amthal All Bahrain Contacts	26/04/2017	Active
Media Type	Mailing	Publishing Date	Active
Filter Clause 1			
Action	Name	Title	Company
	Maythem Al Saleh	Exec. Management	Saleh Al Saleh
	Waleed Mahmoud	Mkt. Operations	Al Aqem Publishing
	Ahmed Al Sa'adi	Exec. Management	Al Aqem Publishing
	Isam Asachi	Exec. Management	Al Amthal for Consultancy & Software
	Amal Muthaima	Staff. Information Technology	Al Amthal for Consultancy & Software
	Muhammed Al-Ghazra	Mkt. Operations	Al Aqem Publishing
	Yusuf Ali Ghali	Staff. HR & Admin	Al Amthal for Consultancy & Software

Category	DATA	QMS
Engineering/Telecom/Marpower Wolke SMS Campaign		
Associations	0	34
Architects	0	10
Engineering/Telecom/Marpower Wolke SMS Campaign - Total	0	216
Engineering, Telecom & Marpower Wolke Campaign		
Associations	69	0
Architects	20	0
Engineering, Telecom & Marpower Wolke Campaign - Total	747	0
Government & Semi Wolke SMS Campaign		
Associations	0	38
Semi Government	0	108
Government	0	23
Government & Semi Wolke SMS Campaign - Total	0	169
	747	385

Marketing Automation Module

Country	Visitors	HRs
Bahrain	15	59
India	1	1
Malaysia	1	1
Oman	0	0
Qatar		
Saudi Arabia		
Total		
By Period		
Period		
2018-03-01		
2018-03-02		



Analytics & Reports

Customer Services Module

Existing Customers

Sign in to your account to track your orders or write product reviews.

Email Address:

Password:

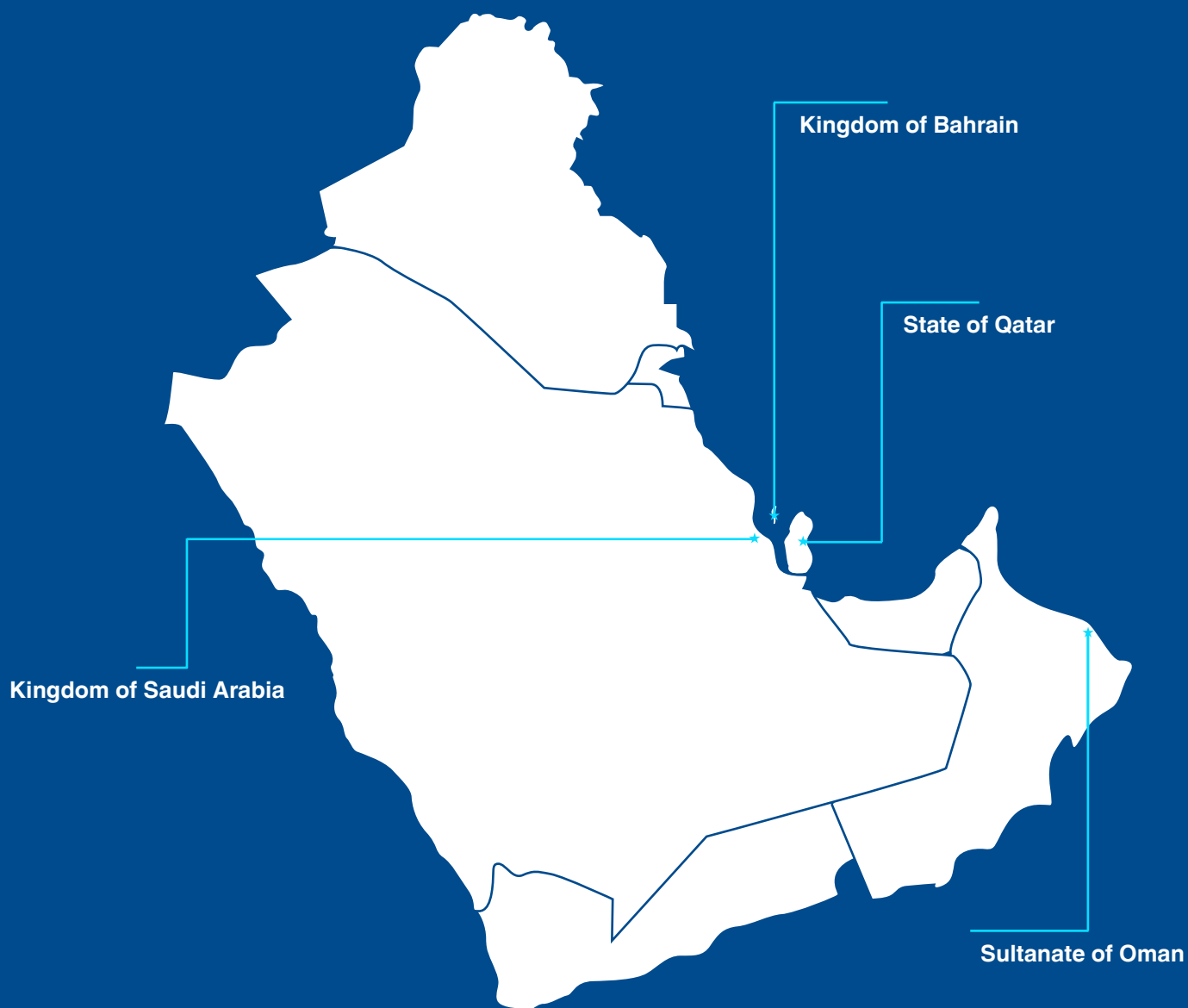
LOGIN

New Customers

By creating an account with us, you will be able to move through the checkout process faster, view and track your orders and more.

REGISTER ACCOUNT

Dashboard	432	0	1	428
Outstanding Tickets	TOTAL TICKET	OPEN TICKETS	TICKETS CLOSED BY US	CLOSED TICKETS
New Ticket				
Tickets Inquiry				
Company Profile				
Closed Tickets				
Closed by us				
Open Tickets				
Total Tickets				



REGIONAL OFFICES

BAHRAIN

P.O. Box 2949
Manama, Kingdom of Bahrain
Tel. +973 17 297 227
amthaladmin@al-amthal.com

QATAR

P.O. Box 31122
Doha, State of Qatar
Tel. +974 44 503 659
amthaldoha@al-amthal.com

SAUDI ARABIA

P.O. Box 3674
Al Khobar, Kingdom of Saudi Arabia
Tel. +973 17 297 227
khaleeji@al-amthal.com

OMAN

P.O. Box 1801
Muscat, Sultanate of Oman
Tel. +968 26 855 546
amthaloman@al-amthal.com

