CRM for Transportation

sugarcrm

SugarCRM enables businesses to create customers for life with the world's first intelligent, no touch customer experience (CX) platform.

Features

Opportunity & Pipeline Management

Lack of visibility into rep performance, manual data entry, and slow quoting processes can lead to inaccurate predictions within your sales pipeline. The user friendly sales tracking in Sugar leads to high adoption by sales reps by creating reports on the fly and offering efficient sales prospecting tools. User specific dashboards allow managers and users to tailor their home screen to the data that's critical to them.
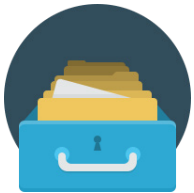
Customer Service Tracking

Is your customer service keeping up with competitors? With case management in Sugar, you can track each customer service case and what happens with it. You can track delayed, lost and damaged orders to continually help you improve the service you are providing customers.

Customer & Prospect Mapping

Do your sales reps spend a lot of time planning their routes and customer/prospect visits? With UpCurve Cloud's uMaps, easily search for customer and/or prospects in a certain location. The plotted maps are content rich, and can incorporate customer details from your Sugar records directly on the maps. This makes your sales rep's field visits more effective and allows them to spend more time selling.

Safety Compliance

Track your organization's and your client's certifications directly within Sugar to avoid hefty fees for failing to comply with federal and state regulations and legislation. Each permit requirement can be tracked in Sugar, along with the renewal dates, expiration dates, and related records. The flexibility of relationships between records in Sugar will allow you to seamlessly connect each compliance record to other parts of your safety system--such as job inventory and inspections.

Mobile App

In your industry it's critical to provide your employees with the tools they need while they are on the road. Sugar's included mobile app is optimized for the handheld devices you use every day (iOS and Android). Using the mobile app, employees can access information quickly and efficiently whether they have an internet connection or not. The mobile app can by configured to match your individual business needs and branding.

Integration Flexibility

The flexibility of Sugar means you can integrate the platform with any software. Integrations with data software such as Datamyne end the need for manual data extraction and imports. Employees can rely on Sugar to smartly provide them with the top shippers to and from different destinations. This rich custom data available within Sugar allows you to see how much you shipped last year, where it came from, where it went to, and who the shipper was, with the click of a button.