

COMPLETE CUSTOMER-CENTRICITY

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## JOEL HAVEN HILL

*CEO*

*Kemit Group, LLC*

*3261 Old Washington Road Suite 2020,*

*Waldorf, MD 20602*

*Tel: (301) 453-6500*



**KEMIT GROUP LLC**  
GLOBALY CONNECTED - LOCALLY DIRECTED

[www.kemitgroup.com](http://www.kemitgroup.com)



# COMPLETE CUSTOMER-CENTRICITY

True business growth starts by putting your customer at the heart of your organization. Zoho CRM Plus unifies your sales, marketing, and support teams and helps you deliver a consistent, relevant experience, across every stage of the customer journey.



Omnichannel Engagement



Inter-team Communication



Insights and Intelligence



Productivity



Mobility



Administration

## Omnichannel Engagement

Today's customers are ready to be engaged across various channels. Bridge the gap between your sales, marketing, and support teams with Zoho CRM Plus, the unified Customer Experience Platform. Provide the best customer experience across every channel: phone, email, live chat, surveys, and social media.

Melinda Anderson  
Calling...

ANSWER

Melinda Anderson  
Ventura Capitalists

Open Deal ^

180 Widgets - \$18,000.00

Deal Owner	Amella Burrows
Stage	Proposal/Quote
Probability (%)	75
Expected Revenue	\$13,500.00
Closing Date	2016-07-29

Chloe Reese  
Apex Corp  
\$ 38,000.00

Pages Visited 5 Pages 10:23  
now in Pricing page

Days Visited	Last Visited
4	Yesterday

Visitor 80578  
United Kingdom

Pages Visited 2 Pages 10:14  
now in Contact page

Days Visited	Last Visited
-	Today

Email Status

sent

in the last 2 days

and status is

☐ opened

☐ not opened

☐ bounced

☒ opened and not replied

Lini Evans  
@Levans  
San Francisco, CA

☐ Add as Lead ☒ Add as Contact

Layout Standard

Account Name Betacry Inc

First Name Lini

Last Name Evans

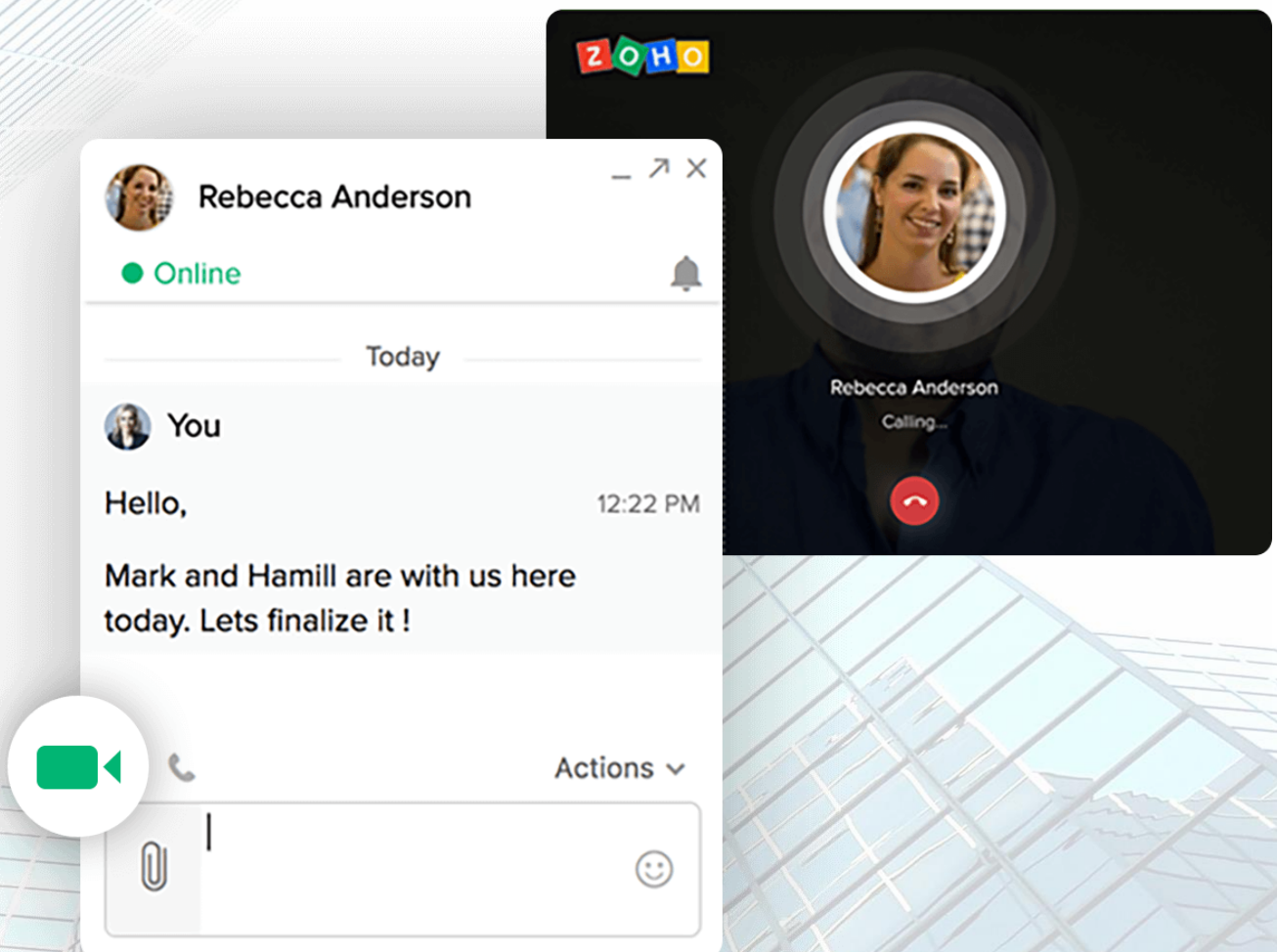
Email lini.es@bet.com

Owner Michelle Brown

## COMPLETE CUSTOMER-CENTRICITY

### Inter-Team Communication

Give your customer-facing teams the flexibility to collaborate in real time and communicate deliverables across departments. Zoho CRM Plus gives your teams access to a shared customer database and real-time messaging tools so that every team member can work together to deliver a consistent customer experience before, during, and after a sale.

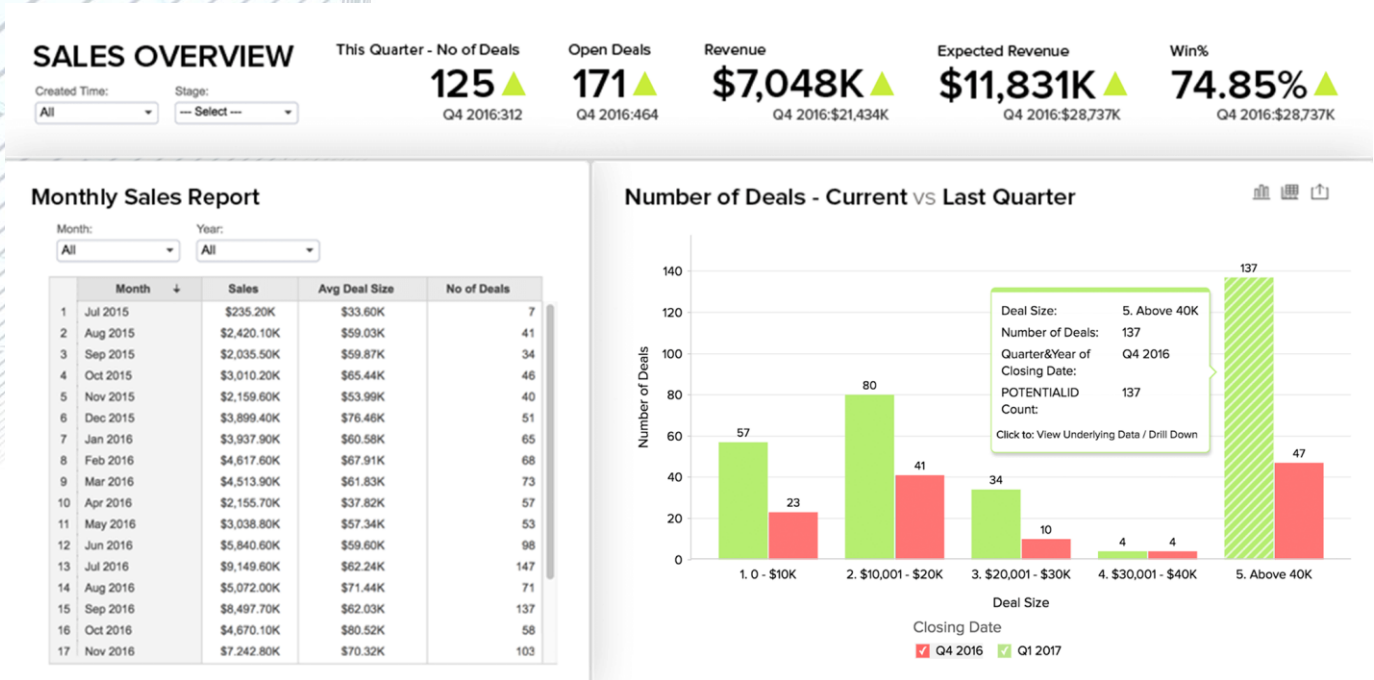




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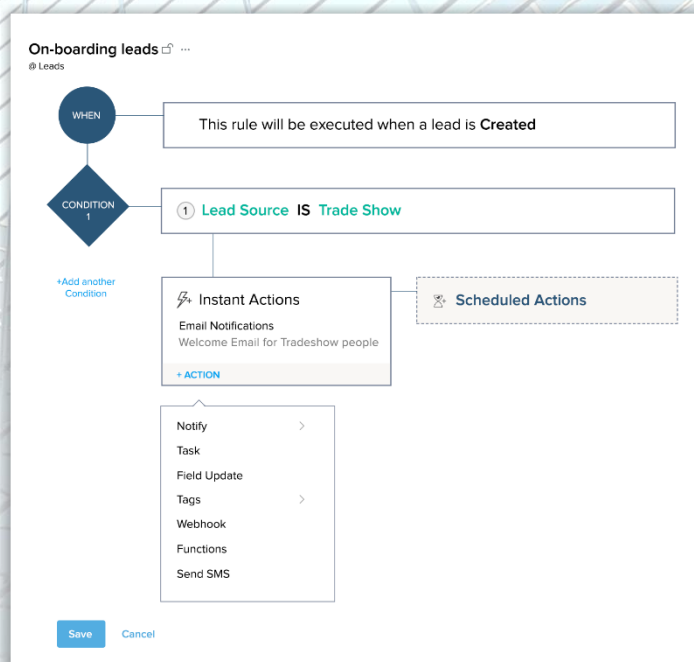
### Insights And Intelligence

Customer insight is key to provide positive customer experiences. Zoho CRM Plus helps your customer-facing teams gather information and derive insights from the many touchpoints of today's complex customer lifecycle.



### Productivity

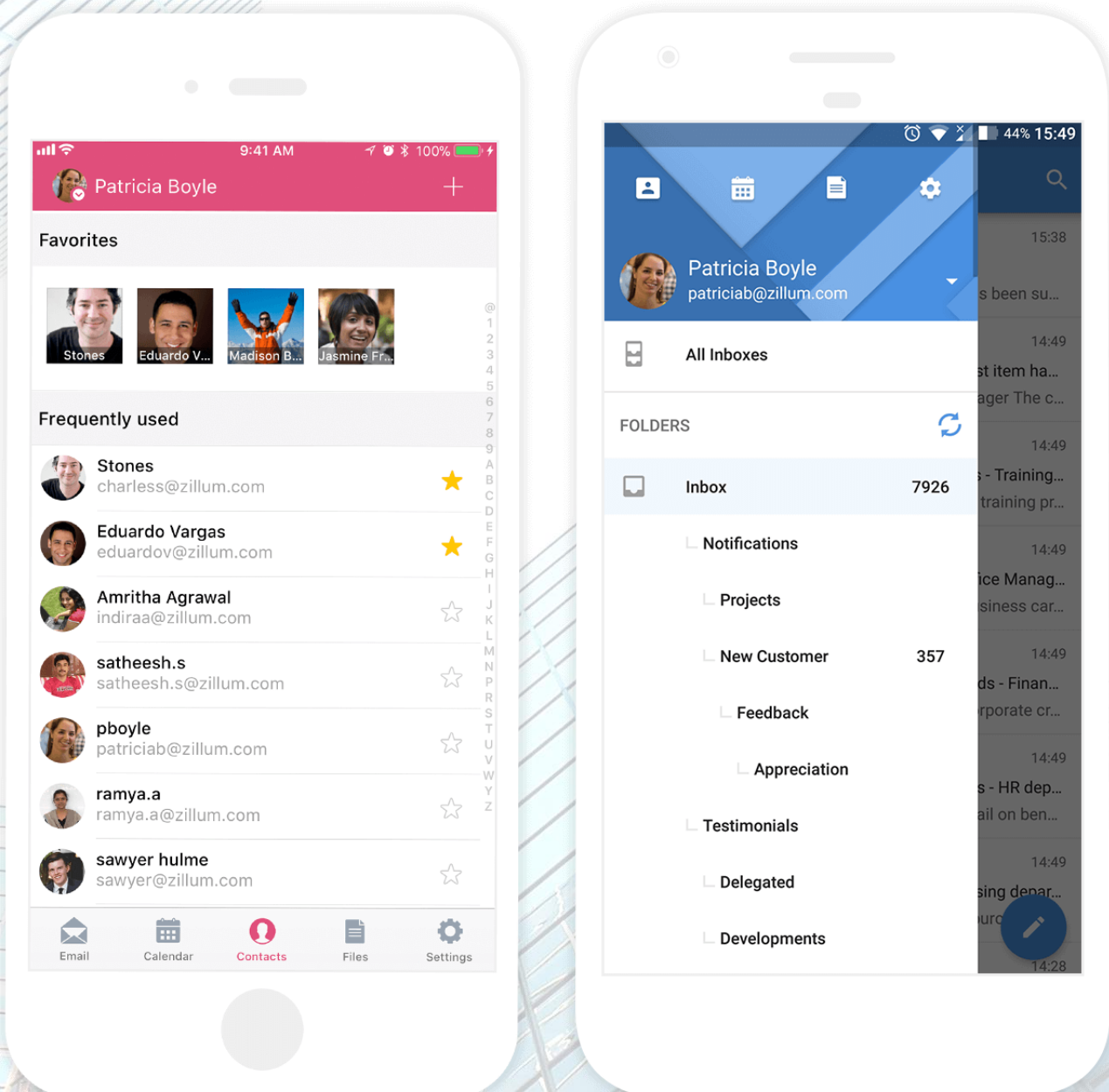
We define productivity as improving your business processes and making them easy. From prospect to payment and everything in between, Zoho CRM Plus helps you turn your complex business processes into automated, efficient workflows. Improve every part of your business across all your departments, and keep your teams working efficiently.



## COMPLETE CUSTOMER-CENTRICITY

### Mobility

Zoho CRM Plus offers a full range of mobile apps to help your teams stay informed, ready to engage customers, and make decisions on the go.



### Unified Administration And Setup

Have your team up and running from day one, with minimal implementation time and cost. Systematically manage your teams however they scale over time, with features like a centralized admin panel and single billing cycle.