DIGITAL ENABLING PLATFORM

Consult customers, impress customers, successfully close contracts.
LIVE CONTRACT OPTIMIZES WORKFLOWS, INCREASES THE CONTRACT CLOSING RATE, AND IMPROVES CUSTOMER SATISFACTION.

Requirements of a digital sales solution cannot be high enough.

Are you among the companies who expect a digital sales solution to be more than just average? With Live Contract, your sales experts can provide online consultancy that is tailored to the individual needs of customers. In the ideal situation, they can also close deals directly online. Furthermore, your sales experts can facilitate online consultations, regardless of the channel or device used by the customer. The “digital enabling platform” is compatible with unrestricted interfaces with your back end and CRM systems. It can instantly make customer information available for every employee at all points of entry. Additionally, the customers can decide how, when, and where they would like to contact your company. A “digital enabling platform,” such as Live Contract, effortlessly meets all of these expectations.

Example

A Customer asks Alexa about your company’s nearest branch office. Alexa responds with the suggestion that the customer can directly receive an online consultation with any device of the customer.

In the unlikely case that there are no available consultants, the customer could immediately make an appointment online from a pool of consultants.

Excellent universally compatible solution.

Live Contract provides an “end-to-end platform” that connects interfaces to external systems, which can be operated intuitively. Independent of internet-enabled devices used on the customer side, customers have the opportunity to experience a unique consulting session, including expert consultations, dialogues and even immediate closure of contracts.

Our software serves as the centre of communication between the consultant and customer for your company. It is connected with all input channels and sales, back end, and archive systems.

Easy integration in business system landscapes.

Digitalized and optimized sales processes – Live Contract fits perfectly in companies’ sales workflow and system landscapes. The following graph exemplifies how a modular software like Live Contract can integrate existing system landscape, including various communication channels of the customer.

In the final stage, it is possible for the customer to receive an online consultation via Live Contract, using all means of communication. Furthermore, the consultant can consult the customers right from the comforts of his/her office.

Live Contract is highly flexible in terms of system integration:

» CRM systems, call-center solutions
» Archiving systems, ERP systems
» DMS systems

The Live Contract Enabling Platform is SAP certified.

Live Contract has proven its ability to adapt and customize systems integration for numerous customer projects. SAP has certified the integration of the SAP landscape as a SAP Silver Partnership with SyncPilot GmbH. Connecting the archive system through the SOAP and REST interfaces, is daily business and standard in almost all implementations. Salesforce, Microsoft, SAP Sales and Marketing Cloud, SAP subsidiary products for public health insurances, individually developed CRM systems, etc.

This list of systems, which was integrated in Live Contract with minimal effort, would also be extended in your systems with minimal effort.

Digital Enabling Platform Live Contract

Great integration in business system landscapes.
Live Contract takes all aspects of a sales situation into account from the customer, consultant, and process perspective.

Customer-friendly initial identification with legal certainty can be assured by means of the described integration. It also enables straightforward legitimation for subsequent consultations.

During the consultation, new customers can be guided, when necessary, along the path of the authentication path, which is compliant with German anti-money laundering laws.

After a legally secure authentication, the customer can sign contracts and directly create one’s own password. The documents are saved in your existing back end system.

The benefit for customers and consultants: For the next online consultation, it is possible for an uncomplicated authentication using the password directly in Live Contract via the authentication App.

Going forward, you can establish an entry point on your existing company websites. Thus the customer is transferred directly to a Live Contract session and the consultant can engage into the impending browser session. Incomplete online configurations, self-service portals or complex content can be explained comprehensively, upon request.

The digital sales platform is designed to enable closing-of-deals consulting.

Nevertheless, there are situations where closure is not immediately possible. Perhaps confirmation was not available or additional signatures were not possible at the time of the consultation.

Live Contract can be expanded with the document portal for these cases.

It allows customers to provide signatures independently of the consultant, download and deliver documents, and complete assigned tasks.

The document portal is versatile in application.

Aside from consultation, it can also be integrated into existing self-service procedures as a signature solution. In case the customer was not able to complete the process through the self-service portal, there is always the possibility with only a few clicks to reach a consultant in Live Contract.

Efficiency that is a total joy.

With Live Contract, companies use one of the most flexible and user-friendly tools for digital business applications. It integrates perfectly into your system landscape and can be adapted precisely to your needs, processes, and workflows. No standard solution but rather customized. It sets new standards for the customer experience as well. Easy and intuitive to use, Live Contract is a user-friendly tool that enables you to immediately close the deal.

Do you want to know more about Live Contract? Scan this QR Code here.
You’ve got to start with the customer experience and work back toward the technology – not the other way around.

STEVE JOBS

SyncPilot accompanies you through the entire conversion process from analog to digital.

During the introduction of Live Contract, SyncPilot GmbH not only delivers you the software and technology but also a complete package tailored to your sales business.

We design for you a well-established training and enabling program. As a result, every single user is empowered to successfully consult via Live Contract, through our face-to-face workshops, e-learning courses, and comprehensible documents. Our offer on professional development training for managers ensures that the digital transformation in Sales throughout your company would be accepted and practiced.

The average ratio of support requests received by us shows that Live Contract is intuitive to use and stable in operation. With three requests per week for 100 active Live Contract users, the ratio confirms the effectiveness of our user support and training. In addition, we provide a dedicated Support Team, which includes a telephone hotline availability, to find solutions for all questions and problems that may arise.

Live Contract answers to all questions and requirements encountered in the digital transformation process, and it offers additional, diverse possibilities.

Risk minimization and workflow optimization. Real-time closing of contracts with legally secured signatures.

Your company makes closing easier with the Live Contract platform, from the initial contact through consulting to legally authenticated signature, as well as relevant back end workflows.

Your company can minimize risks by obtaining an online signature that is legally equivalent to a signature signed by hand:

» You standardize your processes for corporate-wide digital consultations.

» You increase the efficiency of your consultants, who have no time for manual, repetitive tasks, such as inputting data and scheduling the archiving of contracts.

» You increase the quality of data of the connected systems, enhance the possibilities of automatization, decrease operational risks, and reduces immensely the work efforts.

The Live Contract platform provides all required functions, formats, and tools to enable location-independent online consultations that are equivalent to traditional consulting models in all respects. It also simultaneously takes into consideration the usability of the digital sales platform and the customers’ habits of multi-channels. Live Contract also makes point of sale during the online consultation possible, which has been proven by numerous business cases. Regardless of whether the B2C customer used his/her own device or a company-provided tablet, it is possible to individually adapt on a case-by-case basis.

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