

Ramp up business with Zoniac Swift (SaaS)

About Client

The client is an US based global management consulting, technology services and outsourcing company. They practice consulting in various areas like Application Development, Application Reengineering, Application Maintenance, Product Reengineering, Technology Consulting, and Support Services. The client has back offices in India. The client was looking to implement a light-weight SaaS system to manage clients and job orders.

Business Challenges

The client wanted a smart solution with very little setup and operational cost.

They wanted to track all sales contacts and related opportunities, sales activities, and other details from a common repository.

The client wanted to automate the flow of requirement management throughout their entire business – from the time a requirement comes in until the placement is made.

Overall, the client wanted to gain immediate access to organization-wide information, eliminate inefficiencies, cut administrative overhead, deliver work more reliably and cost-effectively, and realize improved profitability and sustainable growth

Zoniac Solution

Zoniac Swift, a **SaaS** based staffing solution that provides service to customers across the globe, was implemented in this client place.

Zoniac Swift manages the entire requirement management and approval process and integrates it with sourcing, selection and hiring practices. All the requirements that are created are available to created/assigned users with appropriate security privileges.

Zoniac Swift allowed the users to create unlimited notes and upload unlimited attachments to a requirement. The users could also change the pipeline status of the requirement to open, closed, pending, on-hold, or cancelled or any other status that they have created in the system. This helps improve the collaboration among the users and keep the stakeholders updated about the candidate pipeline in a real time basis.

Zoniac Swift's CRM is not just a standalone listing of customers; it is a comprehensive CRM system that links clients and the contacts to the requirements posted in the system and the complete history of associated transactions.

The sales person can track the history of the customers and analyze opportunities for up-selling and cross-selling in future.

Benefits

Zoniac Swift was configured to meet the business needs of the client. Since the system is user-friendly minimum training was required. The sales guys were happy that they had instant access to transactional data with customers in the past. They saw in this an opportunity to up sell.

Zoniac Swift helped them build a fully searchable candidate database.

The **SaaS** model gave them the following benefits

1. Low Cost and lower total cost of ownership.
2. Zero infrastructure
3. On demand service
4. Lower risk
5. Powerful secure IT infrastructure
6. Cost-effective scalability
7. Centralized and free feature upgrades