

THE BUSINESS MANAGER (TBM)

FULL END TO END PRINT MANAGEMENT AND CONTROL VIA THE INTERNET



Print management is an admin intensive business, requiring both specialised knowledge of which suppliers to use for which type of work and multiple phone calls to chase initial prices, customer quotes, proofs, delivery dates, revised deliveries etc. There is too much dependence on key people and scope for human error directly affecting profits.

The Business Manager (TBM) from Steam Software is a package which automates and de skills these mundane processes while ensuring the most cost effective, approved suppliers are used. This frees up staff for other tasks and drives profitability. As all Suppliers tender on line on their own web pages the process is easier for suppliers also.

Features:

- Dramatically cuts admin time per job
- Automatically identifies the best suppliers for any type of job
- Suppliers tender on line and can see which jobs they have won - and lost
- Speeds response times
- Web Based system, allows your staff to work from anywhere not just the office
- Full document storage against jobs, on line accessed from anywhere
- Realtime update of supplier and customer information
- Integrates seamlessly with your website and existing back office systems
- Tells you when deliveries will be missed
- Provides full audit trail of dialogue around every job
- Full reporting of supplier performance and pricing history
- Comprehensive CRM functionality

Modules include:

- Prospecting and marketing management
- Comprehensive customer quotation management and analysis
- Automated criteria screens according to print type selected
- Full tender creation and management to favoured or self selected suppliers
- Individual supplier tendering pages, specific to each supplier
- Automated supplier / customer email chasing from within TBM
- Order tracking and history
- Comprehensive reporting and buying trends analysis



Benefits:

- Staff can complete more tasks in a day
- Minimises dependence on staff knowledge of who to use
- Drives better margins from improved supplier prices
- Makes staff more productive (and they can work from home)
- Dramatically reduces time needed to get new staff productive
- Improves customer experience of dealing with you = more sales !
- Enables consistent pricing and comprehensive supplier performance reporting

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