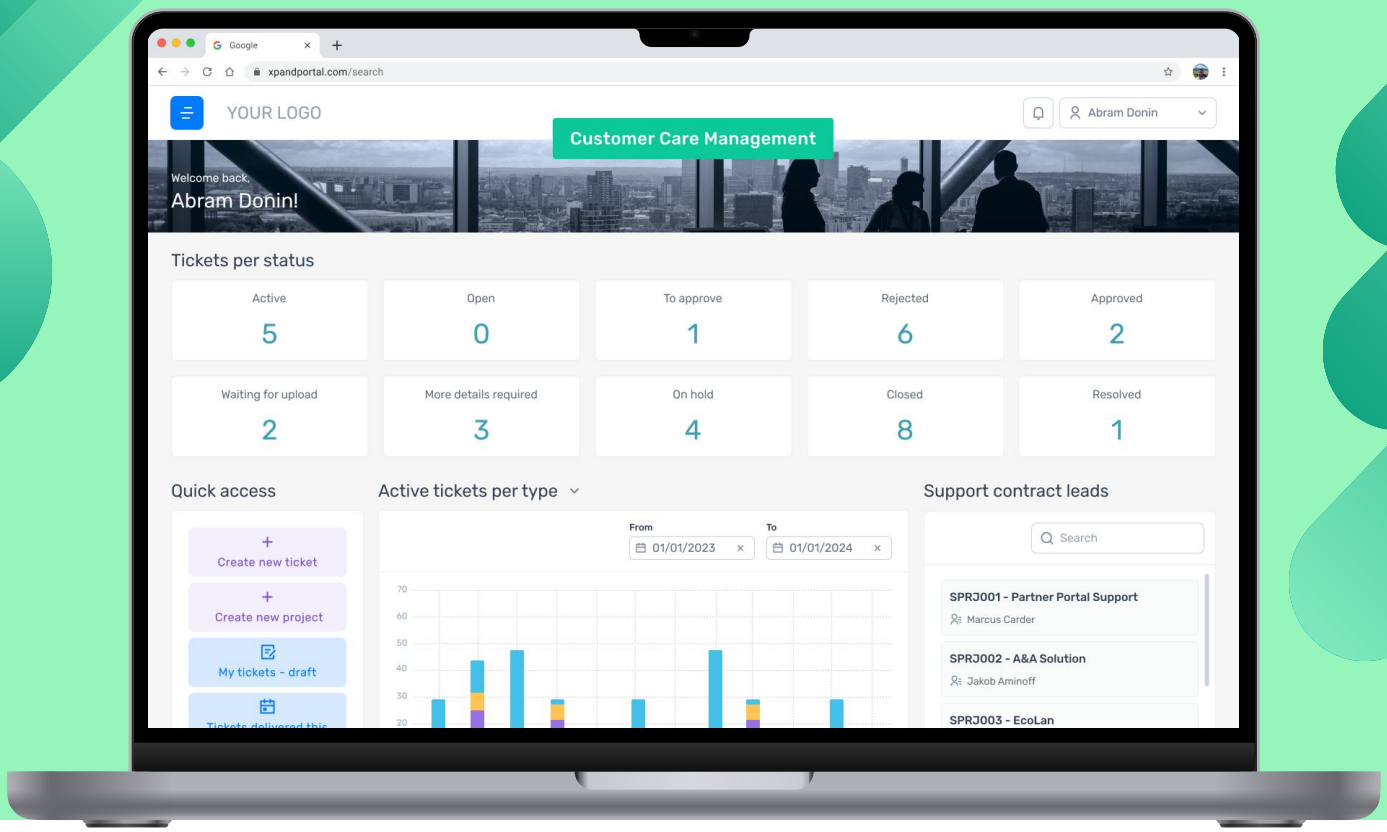
# Customer Care Management

## Be closer to your customer

Developed by Microsoft Partner × Integrated with Dynamics 365 Business Central × Powered by XPAND PORTAL

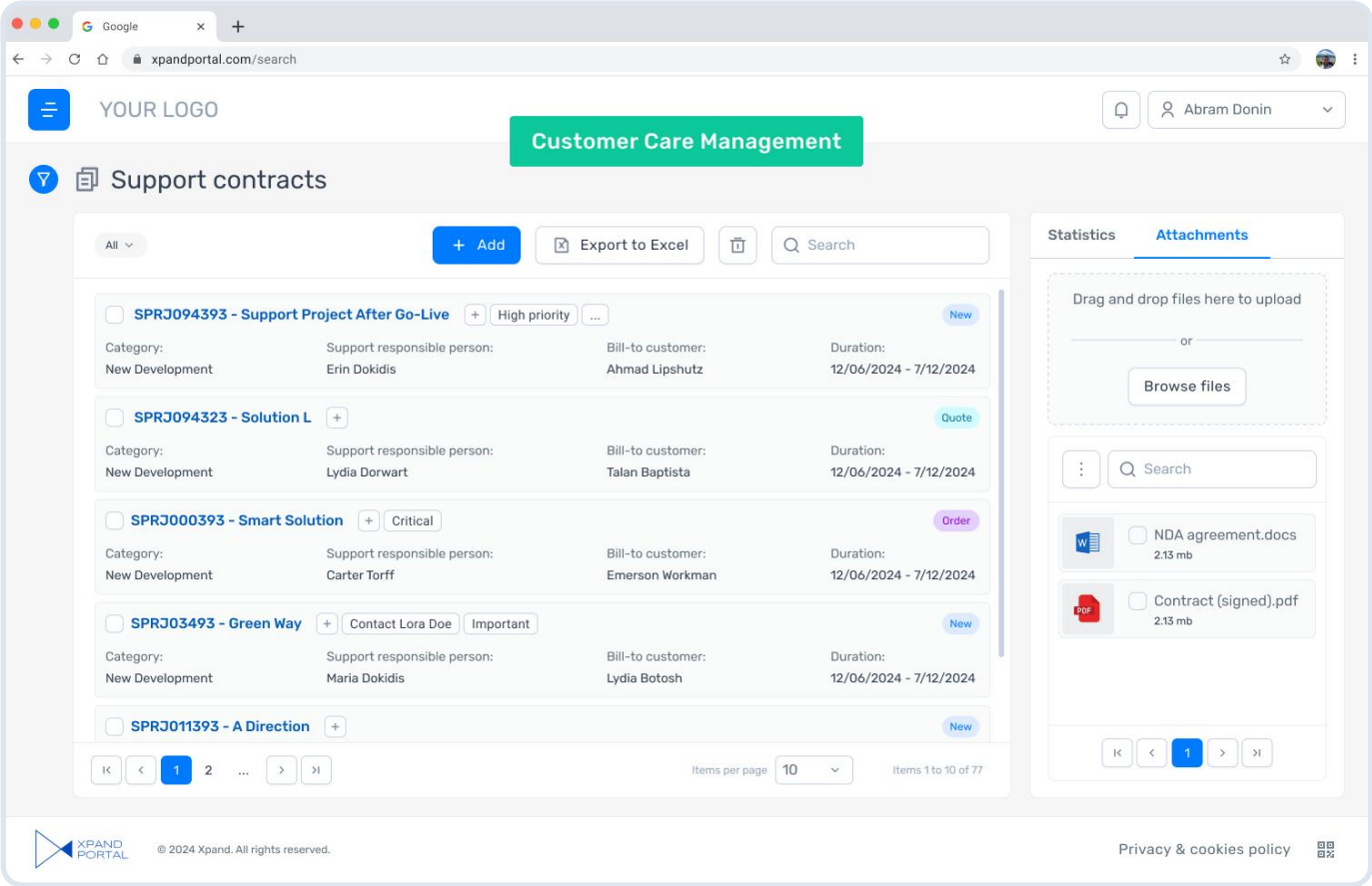



# What module solves

At Xpand, we faced the challenge of ensuring clear communication with our partners and clients about support ticket updates and project statuses. So, we developed the **Customer Care Management** module to solve this for ourselves, and now we're helping other companies overcome the same issue with this solution.

No time wasted on customization — within 5-7 days of purchase, you'll be using the ready-to-go module. The main goal? To simplify project tracking and support, reduce manual email exchanges for status updates, and provide clear, transparent communication among all project participants.

# Module and Microsoft Dynamics 365 Business Central




The module comes with a pre-configured setup, ensuring all necessary settings for Microsoft Dynamics 365 Business Central are already in place, so you can start using it right away without any additional setup. For easy and secure integration with Business Central, we also use our Xpand Portal Connector, designed specifically to connect the products efficiently.

The Customer Care Management module will help you fully leverage your Business Central ERP data, increasing its value through our solution. Plus, it securely provides your customers with role-based access to

project and task data, fostering better collaboration and more efficient task completion.

## Key module functions

- Management of projects, tickets, and deliveries
- Project dashboard
- Address book for key project contacts
- Monitoring and management of key support indicators, such as SLA, response time, etc.
- Real-time commenting and discussion within the team and project
- Customizable change notifications
- Document sharing

## For whom

- Businesses seeking to reduce manual email exchanges for status updates, and provide clear, transparent communication within the project
- Service-based companies
- IT and software development firms
- Customer support teams

# Facts

## 1 Better service and support for your customers

The Customer Care Management module unifies data exchange and makes communication clearer and more efficient, helping resolve issues faster and ensuring your customers receive timely and transparent support throughout the project.

## 2 Cost-effective standard solution

Packed with essential, pre-built features that project managers and customer's key users rely on regularly, the Customer Care Management module is quick to implement, allowing you to start working with it almost immediately (up to 5-7 days) and benefit from its well-thought-out functionality.

## 3 More productive and organized support department and project workflow

With the Customer Care Management module, all projects, support tasks, and issues are managed in one place, helping your team stay organized and work more efficiently. This also improves communication with clients, keeping them informed about progress and making it easier to contact them when needed.

# Information you may need

More about us: www.xpandsoftware.com

Contact us: info@xpandsoftware.com

**Explore all that Xpand Portal has to offer if you're looking for expanded module functionality**

More about Xpand Portal: www.xpandportal.com

Write us to get free access to demo portal or ask for a demo with our expert: bd@xpandsotware.com

# Customer Care Management

Subscription and Perpetual license models are available.
Contact us to learn more about Perpetual license models.

## €165/month

**€1,881/year** Save 5%

Available a few days after purchase

Xpand Portal base app subscription (€399/month) **is required** as the primary setup.*

### License Components

| | |
|---|---|
| Administrative Users | **5** |
| Authenticated Users | **0** |
| Entities | **0** |
| Pages | **0** |
| Localizations/Themes | **Unlimited** |
| Datasources (Over BC connector or API) | **1** |
| Tenant | **1** |

### All Features such as

- Security
- Full CMS/Configuration from back-end
- Emails
- Xpand Portal Connector integration
- Permissions/Member Roles
- Multi-language/localizations
- Customizable themes
- API
- Business Central Connector
- SSO
- Notifications
- Member activity tracking
- WYSIWYG/Configuration from front-end

### Conditions

* For Subscription License model a minimum commitment of 1 year is mandatory, a discount of 5% can be applied for yearly prepayment, 3% for quarterly prepayment.
Hosting of the Xpand Portal solution is not included and can be requested seperately.
All Prices are VAT and Services. Perpetual licence is also available.
Xpand Portal base app subscription is required as the primary setup.

Buying Xpand Portal base app subscription allows you to choose other available modules:

- Customer Order Management **(€135/**month)
- Cargo Tracking **(€120/**month)
- Receivables Management **(€90/**month).