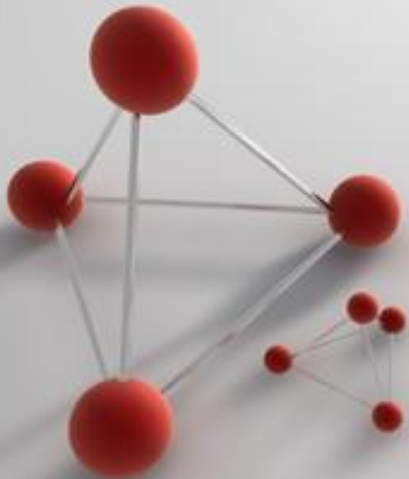# A Sales Force Automation Solution
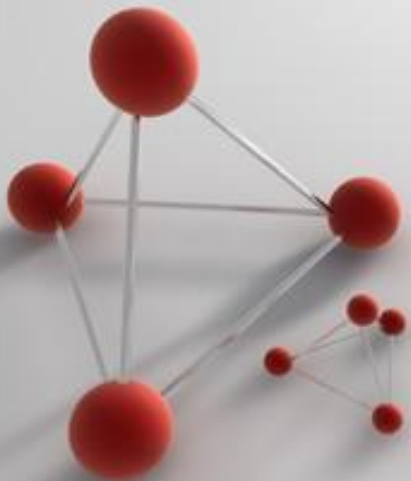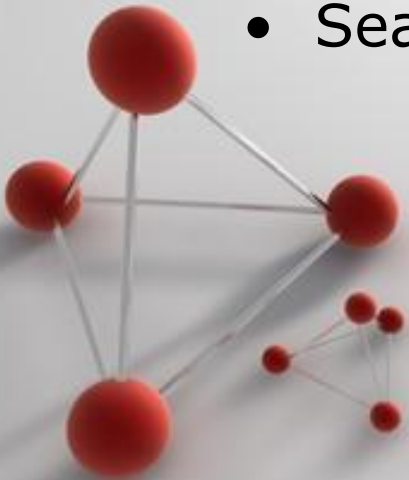
by Dj's Outsourcing Pvt. Ltd.

About Dj's Outsourcing

- Providing Business Solutions to Pharmaceuticals & HealthCare research industry, Engineering Sectors

- Managed by highly qualified and experienced people

- Endeavour to achieve best effectiveness through business oriented solutions
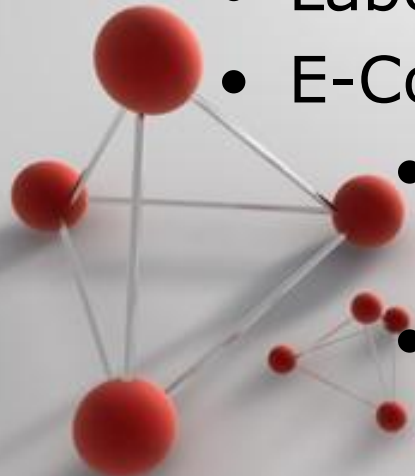
Services Offers

- Enterprise Business Solutions
- Product Development
- Customized IT Solutions
- Website Development
- Software Validation / Testing
- Software Re – engineering
- Animation / Graphics Designing
- Search Engine Optimization

Expertise Area

- Sales & Distribution including Primary Sales and Secondary Sales
- Customer Relationship Management
- Sales Force Automation
- Production Management
- Material Management
- Laboratory / Pathology Management
- E-Commerce Website Development
  - Data warehousing and Integration with MIS Reporting
  - Business Intelligence Tool development

Pharmaceuticals & Healthcare Business Solutions

Drug Development

Clinical Trial management
BA/BE study
Phase I – IV studies
Subject Registration and Screening
eCRF
EDC Solution
Laboratory Information management system

Drug Registration

eCTD Submission & Lifecycle Management
Document Management Solution
SPL R4 Submission
NDC Labeler
Est. Registration

Drug Safety Monitoring

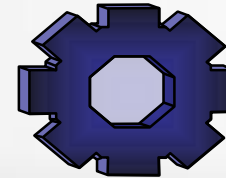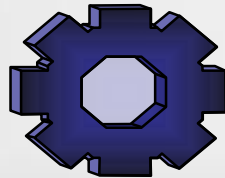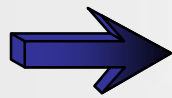Pharmacovigilance – Adverse Event Management

Drug Sales & Marketing

Customer Relationship Management
Sales Force Automation – Web & Mobile based
Customer relationship management
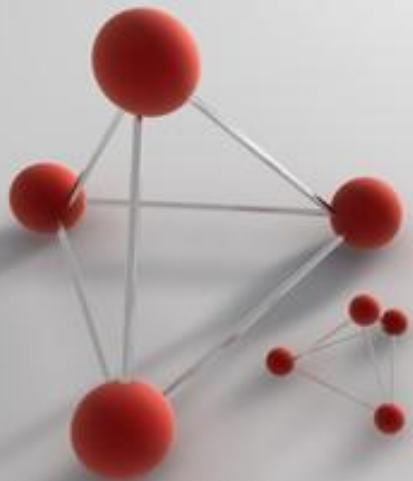Continued Medical education

Drug Distribution

Sales & Distribution Solution
Managing Primary & Secondary Sales

Drug Manufacturing

Supply Chain Solution
Supplier/Third Party/ Loan Licensee management
Warehouse management
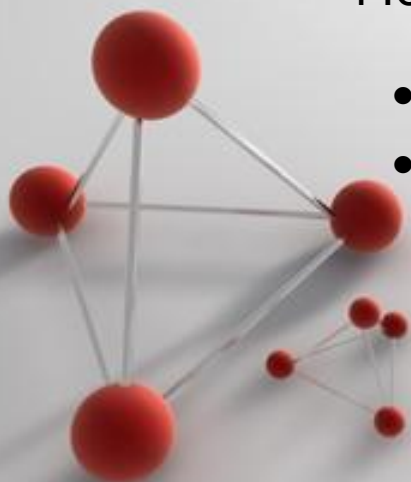Inventory management
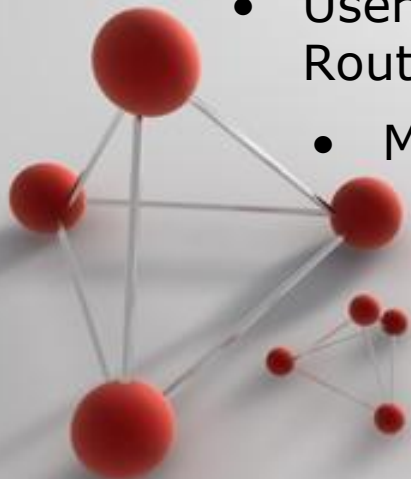
A Sales Force Automation Solution

Why we need?

- Some Problem we are facing in our routine work like,

  - To get activity reports on daily basis i.e. Daily Call Report, Team Call Average, Customer Coverage, Sample / Gift Distribution
  - Manage Field Employee and geographical data
  - Managing Territory and its areas
  - Manage Customer Data i.e. Doctors, Chemist or Stockiest
  - Manage all Field Activity data like Leave, Expense, Customer Modification

    - Setting Objectives/Business strategy for next years
    - Comparison between objectives v/s Performance or Call volume v/s Sales Achieved
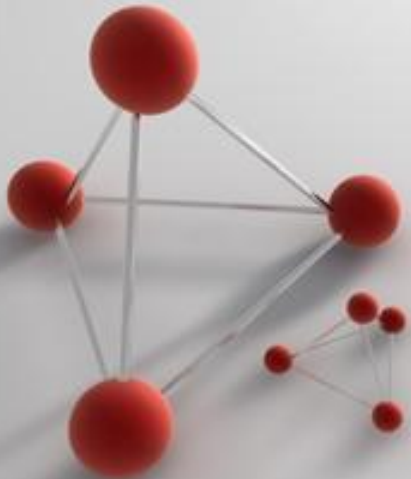
What does SFA offer?

- Daily Activity Updates of each & every team
- Scalable Solution as per business requirements & industry dynamics
- Real Time data available for Administrative controls like Field Staff management, HQ Management, Customer Data Management, Leave and Expense Data management
- Help to improve effectiveness at field level and Administrative control over Field Staff
- Easy to use by Pick n Choose method
- User friendly web templates for linking Customers, Standard Routes, Expenses

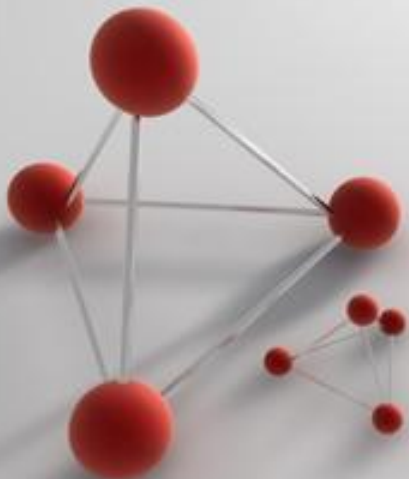 - MIS reports for end level analysis and many more…

Few More Benefits

- From HO Level

  - Standard Formats across the whole company
  - Customized to our needs
  - 24/7 Data availability
  - Real Time Data bank
  - No Collation of Data required
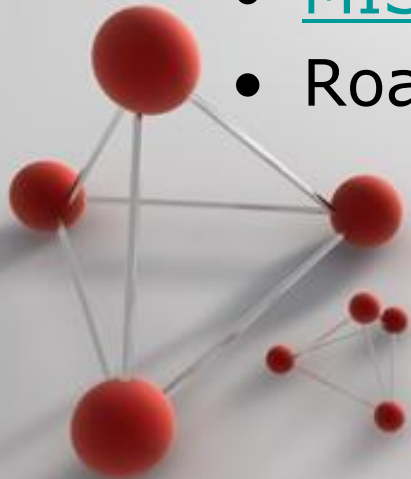 - Ready Data for presentation and spend more time for Data analysis

Few More Benefits

- From Field Level

  - User friendly
  - No Repetition of work
  - Data Save permanently
  - Internal mailing facility
  - Auto Expense submission
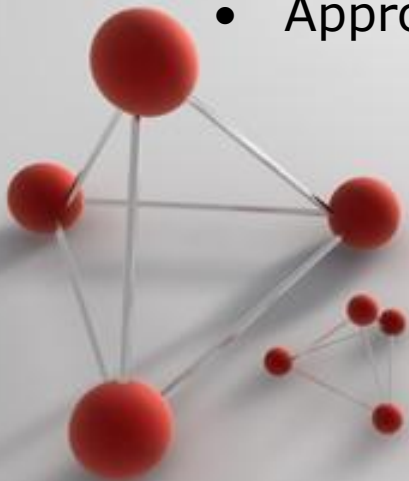 - Can be linked with Primary/Secondary Sales in future

Application Modules

- Administrative Control
- Customer Contact Management
- Route Management
- Daily Call Reporting
- Expense Management
- Internal Communication
- MIS Reports
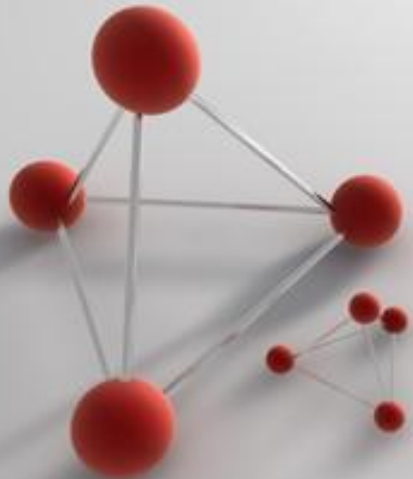- Road Map to New Enhancements

Administrative Control

- Master data management control
- Field Staff positioning assigning control
- Creation of Territory and mapping with geographical structure
- Corporate Customer Management
- Corporate Route Management
- Route Optimization
- Sample and gift distribution management
- User rights & Scope management
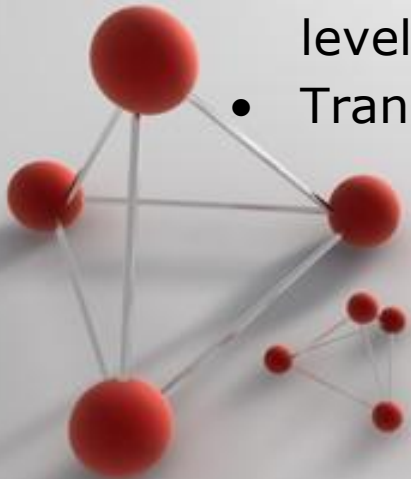- Approval Hierarchy management

Administrative Control

- Leave Reporting
- Expense Reporting
- Performance Evaluation Reporting
- Sales Analysis at Territory level and HO level
- Sample / Gift Stock assignment and receive
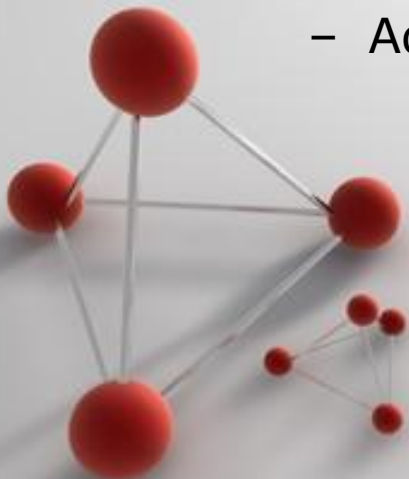- Pay Slip utility

Customer Management

- Corporate Customer Facility
- Customer Profile Creation
  - Basic Profile
  - Business Profile
  - Personal Profile

- Customer Classification / grouping as per business potential
- Own Customer Management
- Fast Access of Customer Profile at Field Level as well as HO level
- Transfer of Internal team's Customer

Route Management

- Standard Route Management

  – Creation / Edit / deactivation
  – Access of Corporate level Standard Routes
  – Expense/fare auto calculation

- Monthly Planning

  – Pre planning of Daily Activity/Customer visit / Daily Work
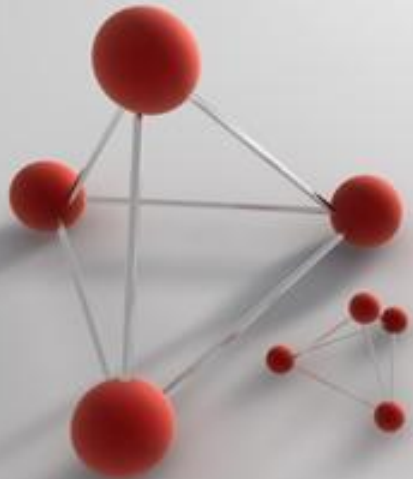 – Administrative control for Monthly planning for managers

Daily Call Reporting

- Doctor Call Reporting

  - Product Detailing
  - Gift / Sample Detailing
  - Joint call Visit

- Chemist / Stockiest Call Detailing

  - Competitor analysis
  - Stock Detailing

- Other work / training submission
- User friendly calendar control for daily activity reporting including holiday and leave indication
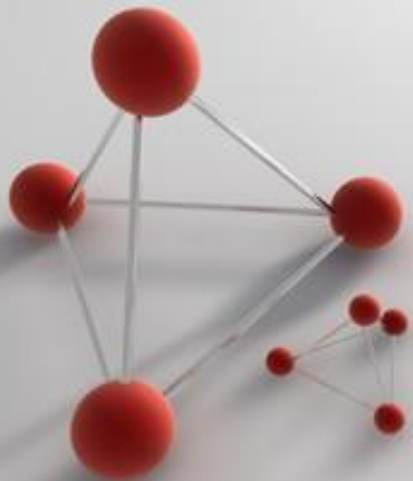
Expense Management

- Auto generation of expense/fare on basis of daily activity reports
- Other expense submission
- Optimized Expense approval
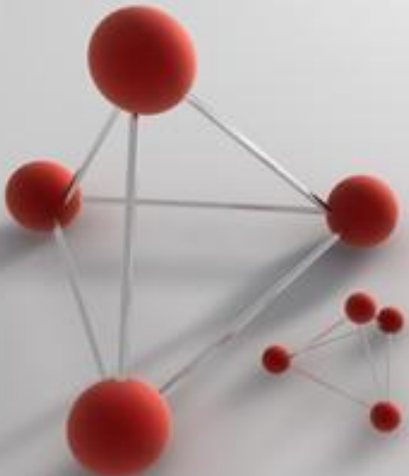- Maintaining Expense Statement / Deduction

Internal Communication

- Internal Mailing
- SMS Utility
- Mass Communication through Notice Board
- Hierarchical Communication
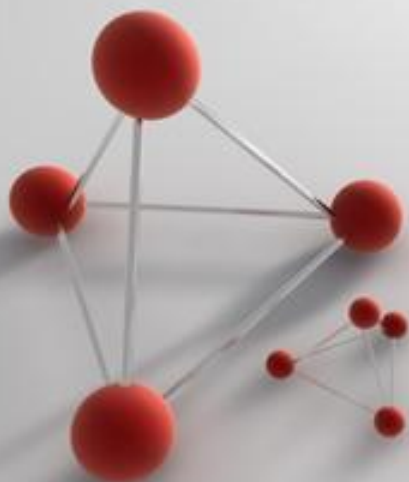- News Letter/Circular Utility

MIS Reports

- Key Reports

  - Daily Activity/Call Register
  - Daily Activity/Call Status
  - Employee Activity Report
  - Key Performance Indicator Report
  - Customer coverage Report
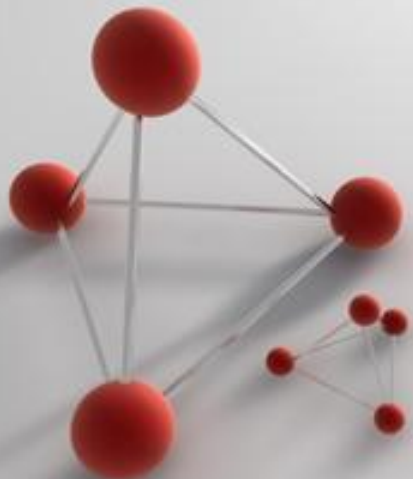 - Joint Working Report

MIS Reports

- Many More Reports

  - Customer Profiling Report
  - Monthly Tour Report
  - Working Analysis report
  - Leave Report
  - Expense Statement/Detail Report
  - Territory Not Worked Report
  - Customer Frequency Call Report
  - Sample Gif Distribution Report
  - Performance Analysis Report
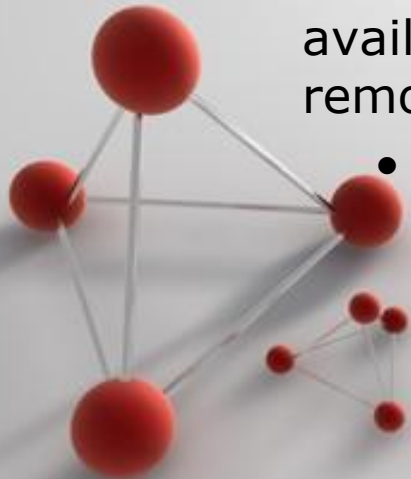 - Graphical / Charting Reports
  - And Many More

New Enhancements

- Dashboard utility with enhance graphical reports includes Pie chart, Bar Chart, etc.
- Customer Service Module
- Mobile based Daily Activity Reporting
- Sales and Business Call Forecasting
- Secondary Sales Integration
- Online Recruitment Process
- Incentive Calculation Module

Service Approach

- Consulting: Business Analysis helps us guide you to maximize your investment and to meet your requirements

- Implementation: Our Technical team ensure of speedy and efficient deployment with user friendly usage

- Validation: Our functional team would help you in validating the solution

- Training: We will provide Training at client side as well as remotely from our office

- User and technical support: Our support team available for technical and user support onsite or remotely

  - Customization: Believe to serve customized functionalities by accurate gap analysis

Direct to our Desk

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Thank You