

CLIENT EXPERIENCE

WHAT

CRM



Our client trust us with the responsibility of ensuring the application transition, and for providing 2nd and 3rd level Service Desk support for their CRM applications on a day to day basis.

The challenge for supporting legacy applications is complex and quite often the transition to the new support team needed to happen on top of other projects.

Itecor applied best practices such as ITIL and PMI in order to implement a world class Service Desk for CRM tailored to our clients' needs.

Main sectors of Activity

Banking & Insurance
Consumer Goods
Public Sector
Industry
Technology, telecommunications
Health
Services

Your Challenges

Security
Big Data
Cloud Computing
Mobile

Our practices

IT Organisation & Service Management
Portfolio & Project Management
Architecture & Development
Enterprise Testing
IT as a Service

