

360view

PROFESSIONAL SERVICES

360 View Professional Services offers you the guidance to take your CRM to the next level. Whether you are new to CRM and need expert assistance or a long-time customer looking to take on a new module or relaunch your product, we have something for everyone and for every budget.



CRM Strategy

Identify the overall CRM objectives and develop a strategy to achieve those objectives.

- Discovery meeting
- Review CRM setup
- Results presentation
- Next steps



CRM Mentorship

Advanced one-on-one web-based training for a duration of 4 to 6 months.

Marketing Mentorship Program

Program tailored to institution's initiatives, may include the following:

- Multi-offer onboarding campaign
- New-business development campaigns
- SmartPops cross-sell campaigns
- Query lists

CRM Mentorship Program

Mentor new CRM Admin to manage the CRM from setting up all parameters to developing the marketing module.



Outsourced CRM Admin

Retainer program working as an extension of your internal team.

Service Options

- Administrator of full CRM remotely
- Develop and launch marketing campaigns
- Manage parameter setup
- Train end-users via live webinar or in person



Consulting Services

Assistance with the development and rollout of a new module and process within the institution.

Incident Development

Streamline maintenance requests throughout the financial institution.

Pipeline Development

Lending sales cycle management and tracking.

Report Writer Consulting

Assistance with building reports tailored to the financial institution's need.



Marketing Campaigns

Assistance with setting up marketing campaigns

- Multi-offer campaigns (onboarding)
- SmartPops campaigns
- Single-offer activity-to-do campaigns



Market Segmentation Analysis

Data analysis to identify segments with greatest growth potential

- Implement strategic marketing objectives based on market segmentation
- Build customized segmentation groups and parameters
- Ability to do a thorough analysis of market segmentation by branch
- Based on results, build marketing campaigns specific to market segmentation

WHY 360 VIEW PROFESSIONAL SERVICES?

Expert Users

Our users can offer guidance on the best way to set up your CRM to fit your needs.

Time Saver

Our services save you time by expediting the process of achieving your CRM goals.

Confidence

We give you confidence in knowing that the system is set up correctly.

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The Professional Services team has been great for adoption of our CRM tool – they deliver both a crash-course and long-term learning that helps bank marketers get up to speed with the industry, software, and behavior. We've been able to build, release, and promote use of pipelines, incidents and full-scale marketing campaigns directly as a result 360 View's Professional Services.

Equity Bank

CRM Mentorship Program

The Professional Services team has truly been an asset to the success American Bank has with our 360 View CRM system. American Bank would not be where we are today with the CRM without their expertise, patience and guidance.

American Bank

Implementation & Marketing Mentorship Program

We wanted to build a pretty expansive onboarding campaign for new retail clients, so enlisted 360 View's Professional Services to help us with the project. What a great partnership! They stayed by our side every step of the way, and they never missed a beat from call to call! As part of the build, we incorporated various success measures, so we always know how the campaign is performing. This is great tool for me and my Executive Team. Anytime problems arise, Professional Services make themselves available to help. Their 360 View expertise and customer service is exceptional.

First Bank of Carmi

Marketing Mentorship Program

Meet Our Experts



ELYSE RICHMANN

With 22 years in the financial services and software industry, Elyse's banking experience spans Retail Management, Marketing, Operations and CRM Implementation. As 360 View's Director of Professional Services,

she specializes in developing marketing automation campaigns, customer journeys, market segmentation, and helping financial institutions achieve success with their 360 View CRM.



JAMIE ANDERSON

Jamie has been working with the 360 View CRM for over 15 years and will help you get the most out of your CRM investment. She has 18 years of banking experience working in the frontline assisting customers and in marketing.

Jamie has the best of both worlds working in both Professional Services and the Client Services department assisting current clients and onboarding new clients.

Request Information : ProfessionalServices@360view.com | 615-242-0007



The CRM Platform
For Banks & Credit Unions

360VIEW.COM