



ESIZE Netherlands B.V.
Weesp, The Netherlands
www.esize.com

Industry:

Professional Services

Annual turnover:

US\$4 million

Employees:

100

Oracle Products & Services:

Oracle CRM On Demand
Oracle Support

“Thanks to the extensive standard functionalities, Oracle CRM On Demand required almost no customization. This enabled us to implement quickly and cost-effectively and begin driving results almost immediately.” – Menno Steur, Manager, Sales&Marketing, ESIZE Netherlands B.V.

ESIZE Netherlands B.V. Streamlines Sales Processes, Improves Management Decisions with Reporting Tools

ESIZE Netherlands B.V. is one of the largest and most complete providers of automated solutions for the purchasing process, from source to payment. ESIZE is active in Belgium, The Netherlands, and Luxembourg, with branches in Weesp and Muiden, The Netherlands as well as an office with development capacity in New Delhi, India.

Challenges

- Implement a user friendly customer relationship management tool for the company’s sales force and management
- Replace data silos with complete, uniform, registered client dossiers
- Deliver enhanced reporting for better insight into sales
- Use a tested software solution that does not require the company to invest in its own servers or technical maintenance

Solution

- Installed Oracle CRM On Demand quickly and cost effectively with many standard functionalities and settings
- Streamlined the sales process by enabling all sellers to register their leads and information in the same way
- Gained better insight into the expected sales pipeline and succeeded in monitoring sales figures more accurately
- Made the sales process transparent for management with reporting that made it easier and more efficient to segment the market, control the sales process, and personally support sellers
- Improved internal and external communication by drawing up qualitative client dossiers
- Enabled the company to follow up on opportunities that would otherwise have remained untapped
- Increased employee satisfaction by allowing them to work in a more professional way
- Increased sales team productivity because they are able to react more quickly to opportunities and closely control the sales
- Discovered good support via Oracle Support for quick responses to requests and allowed reporting included in a new release
- Avoided costs related to servers and ongoing maintenance