



iPRM

NEXT GENERATION PARTNER
RELATIONSHIP MANAGEMENT

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 **i2i Systems**
innovation to integration

A TRUE PARTNER MANAGEMENT SYSTEM THAT WORKS HAND IN HAND WITH PARTNERS AND OPERATORS

In today's competitive marketplace, the success of the Service Provider increase in parallel with their partners' effectiveness. iPRM helps Service Providers to move to a collaborative partner relationship management system that enables them to better manage their partners. This is achieved through its reliable infrastructure, processes and procedures allowing streamlined partner interactions.



iPRM has been developed by i2i Systems with the main philosophy that "partner and partner employees should be as near as service provider's departments and staff". Based on this idea, iPRM provides unique features for service providers and partners through its user-friendly web interfaces and flexible business process workflow infrastructure.

In iPRM, several different partner types can be managed via a parent-child hierarchical model. Similarly, partner employees can be handled within a position-based hierarchy. Its configurable business process workflow infrastructure automates complex partner and employee life-cycle management processes. Approval processes can be performed through web and/or mobile phone. Messaging capabilities allows sending e-mail and SMS to positions, groups, or individuals at service provider and partner side.

Benefits

iPRM is a true partner relationship management system with a unique approach offering tangible benefits:

Rich Feature Set

Partner Life-Cycle Management with automated approval processes

- Activation
- Status Change & Deactivation
- Take Over
- Hierarchy Change
- Partner Information Update
- Partner Search/Inquiry

Partner Employee Life-Cycle Management with automated approval processes

- Recruitment
- Status Change & Dismiss
- Employee Information Update
- Employee Search/Inquiry
- Case Tracking (Issue & Demand Management)
- Partner Auditing

- Inventory Management (Decorative Assets)
- Document Template Management
- Partner Visiting and Agenda Assignment
- Messaging (E-mail, SMS)
- Easy integration with CRM, Training, Identity Management, Finance, ERP, DWH, and legacy systems
- Secure login mechanism (Identity Management Integration, One-Time Password, Captcha, etc.)
- More than one companies can be managed for group companies within a single iPRM instance
- Bulk request processing for main partner and employee operations
- Admin Panel

Integration Capabilities

With its integration layer, iPRM ensures a smooth integration with any other system. Online, offline and near-real time integration is easily possible via its out-off-the-box applications and interfaces.

Technology and Performance

Its out-of-the-box horizontal scalability guarantees that iPRM supports Operator's business with 99.9999% availability for thousands of partners and users.

Openness & Infrastructure Compatibility

iPRM has been fully developed with proven and open Technologies.

Contact With Experts

Please do not hesitate to contact us for any information you may deem necessary for your partner relationship management needs.