

NetSuite for the Contract Furniture Industry

Steelcase CRM Connector



Overview

The Steelcase CRM Connector allows dealers to seamlessly connect CFI-Suite with Hedberg, ensuring a complete communication of the CRM across both business systems.

NetSuite CRM is a complete, integrated, CRM solution that gives you a 360° view of your customer's processes; Sales Force Automation (SFA), Partner Relationship Management and Marketing Automation, are all integrated with your cloud-based ERP. You are able to access all the lifecycle information of your customer's journey in real-time, through a few clicks.



How it works

The CFI-Suite CRM Connector for Steelcase ensure Contacts, Addresses, Customers and more are synchronized across the business systems in real-time. Now, you are reassured that all the changes in your CRM reflects in Hedberg.



Supercharge Sales Performance

Equip your Sales Team with real-time access to prospect, customer and order records. With integrated sales processes from opportunity, upsell and quote management to sales forecasting, order management, fulfillment and commission, sales performance is greatly improved.

Superior Customer Service

Give everyone who interacts with customers; sales, support and service — access to updated, real-time data. NetSuite's 360-degree Customer view gives your service and support reps better visibility into customer issues and enables them to provide a consistent service experience across touchpoints.

