



**QRM**  
GENESIS



# About us

- In the past - Gold certified partner of Bitrix24, today - partner of Terrasoft Creatio (more than 2.5 years)
- We help businesses to implement CRM, automate business processes, increase sales, conversion rates, put things in order, and make work efficient and systematic.
- We have been working in the CRM implementation market since 2013.
- We help the strong to be even stronger, we make complex things simple and understandable, we always bring what we started to the result.
- We work with all areas of business, but we have the greatest expertise in implementing CRM systems in such areas as construction, e-commerce, finance/banking, legal practice, medicine and dentistry, logistics, beauty and health, and professional services.
- More than 350 automation projects have been implemented in more than 9 years of work on the market.
- We have awards as leaders in the quality of implementations, leaders in sales in Ukraine, the best educational project, thanks from customers



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## PARTNER CERTIFICATE

Integrator Partner

Certificate #IS180427



# CRM Implementation



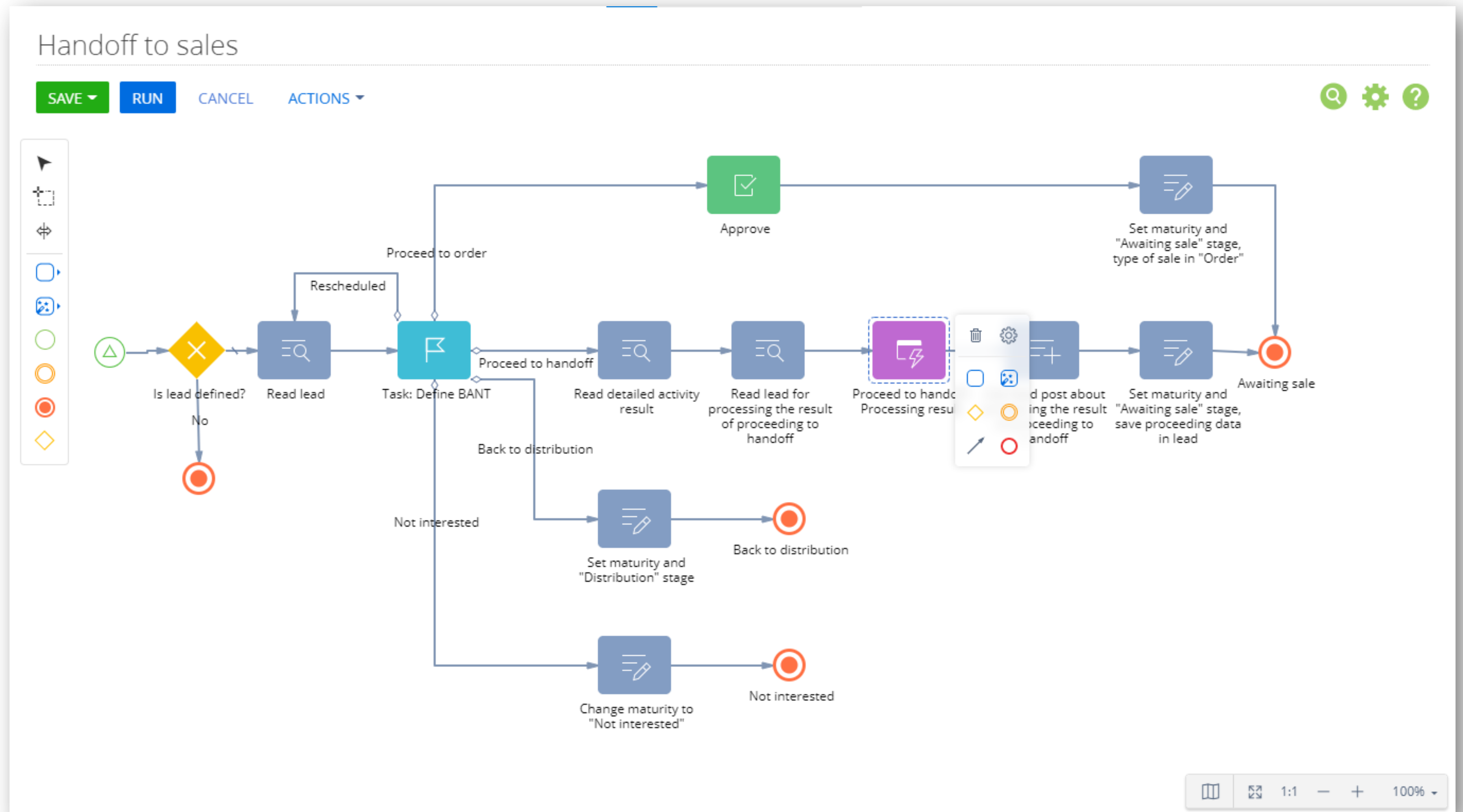
- Get the most advanced CRM and BPM system to manage all major processes in your company. Easily track KPIs, get the most flexible analytics, make informed decisions.
- View 14-days trial demo - <https://www.terrasoft.ua/?partner=CrmGenesis>

The screenshot displays the Creatio CRM and BPM system interface, featuring several key components:

- Service homepage dashboard:** Displays KPIs such as Overdue cases (response: 22, resolution: 28), Average resolution time (1.1 hours), First contact resolution (17), Evaluated cases (24), and Customer satisfaction (4). It includes charts for Cases by service, Cases by source, Cases by assignee, Cases by category, and Cases by score.
- Customer Profile (Reynolds Sabrina):** Shows customer details, Next Best Offers (e.g., 2% cash back on eligible supermarket net purchases), and Customer 360 information (Customer since 02.03.2009, Customer rating, Signature, Delinquent status, etc.).
- Customer Profile (John Best):** Shows customer details, Next Best Offers (e.g., 2% cash back on eligible supermarket net purchases), and Customer 360 information (Customer since 02.03.2009, Customer rating, Signature, Delinquent status, etc.).
- Process Flow:** Visualizes the customer journey through stages like Onboarding, Established, and Pre-renewal.
- Analytics and Reporting:** Provides insights into planned vs. actual resolved cases and various performance metrics.
- Communication Channels:** Offers options for contacting customers via mobile phone or business phone.

# Workflow automation

- Making the complex simple
- We audit processes, optimize and implement them in the BPM/CRM system
- BPMN 2.0 notation support
- Over 9 years of experience in various fields and companies of various sizes (including more than 4 thousand employees)





# Expertise in employee training



- Diubanov Oleksii (CEO of the company) is the author and authorized teacher of the course "CRM for the head of the sales department"
- CRM Genesis has the status of an authorized training center.
- High-quality training of employees and a competent implementation methodology is the key to the success of the entire implementation



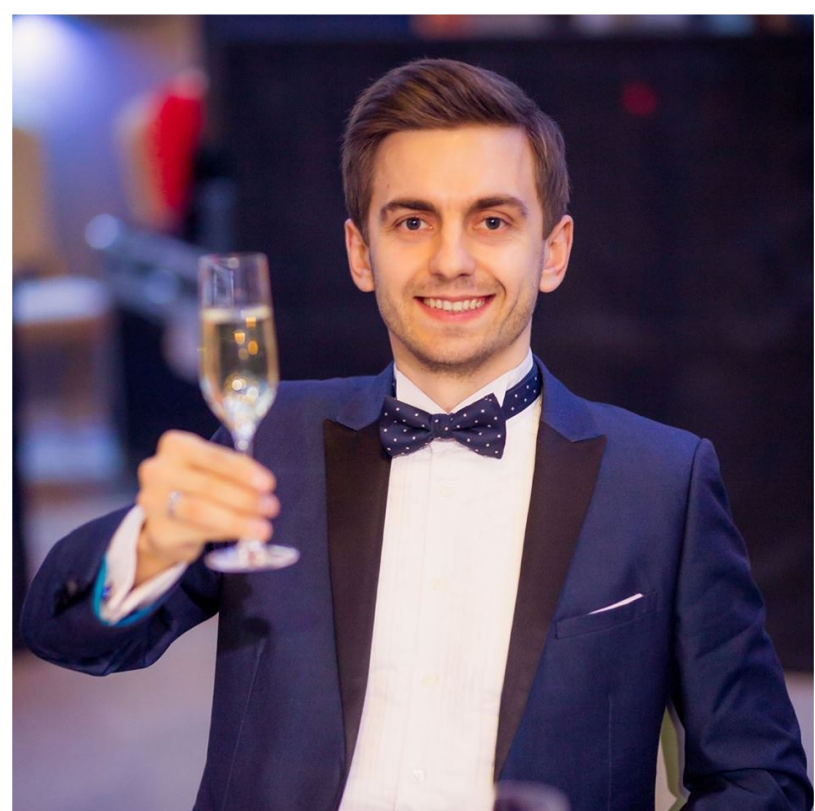
# Some of our Clients



and more...



# CONTACT INFORMATION



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