

RenewalsManager™ Suite

End-to-end support to grow your services and software subscription business – and ROI

For many companies, the challenges of managing their service and software subscription business prevent them from realizing a significant proportion of their actual renewals revenue potential. Based on over 11 years of renewal and installed base management experience, CONCENTRIX™ RenewalsManager Suite helps you quickly find, develop and capture this predictable, recurring revenue.

Clean, centralized data lets you view your entire customer base

RenewalsManager imports, aggregates and validates data from multiple sources — spreadsheets, databases, hard copy invoices and personal notes. With all customer data centralized, your sales team, channel partners and distributors will be able to quickly view the status of all of their customers, manage their sales pipelines, and take appropriate actions.

Automated quotes and role-specific portals simplify your sales process

Once RenewalsManager has identified all the opportunities, quotes are automatically generated and placed in role-specific online portals. You'll always know how many customers' subscriptions are expiring and how much revenue is at stake, so you can ensure that your sales teams and partners are effectively working their pipelines.

Phone interactions, where necessary, are scheduled automatically, so your sales team can reach out to customers at the right time to reinforce the sales message. RenewalsManager also identifies attach, up-sell and cross-sell opportunities and prompts your sales team to take action. Opportunities that are not acted upon can be escalated back to your inside sales or Concentrix renewals team for follow-up and close. Your business rules are enforced and drive all customer interactions.



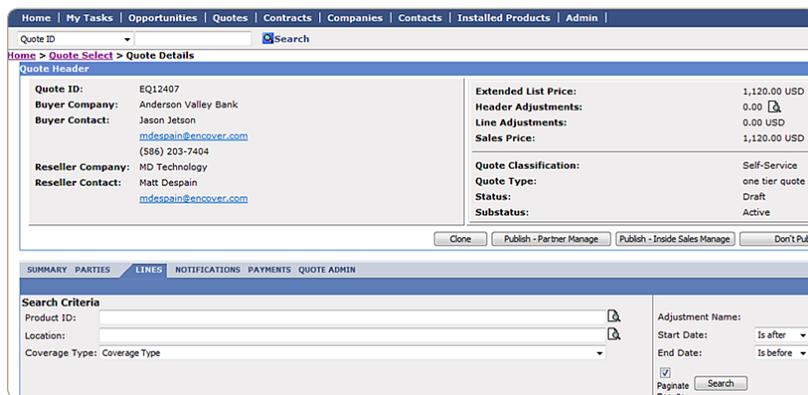
In addition, we can provide an online portal that enables your customers to review and renew quotes directly—further freeing up your sales team.

Extend your sales team with expert sales support

Whether you need on-going end-to-end sales support or a highly-focused short-term effort, Concentrix' experienced channel and high-tech sales professionals can provide much-needed support for your sales team. Located in state-of-the-art facilities throughout the U.S., Europe, Asia and Latin America, each sales representative has over

All RenewalsManager™ solutions include:

- Customer database consolidation and enhancement
- 100% visibility into your customer base sales opportunities
- Automated quotes, reminders, and call scheduling
- Portals for sales teams, distributors, VARs and customers
- Telesales services to support your sales team
- Integration with your existing CRM
- Multi-language, currency & tax functionality
- Web-based analytics



This screenshot shows just some of the many features available through the RenewalsManager™ sales portal.

To learn more about how Concentrix can help you with your services contracts, sales, and software subscription renewal programs, contact us at 1-877-747-0583 or inquiry@concentrix.com or visit www.concentrix.com today!

RenewalManager™ suite

Keep your customers coming back.

100 hours of training in your products and service offerings, service sales skills, up-selling and cross-selling, and high-quality call-handling and customer service.

Seamless integration with your CRM and finance systems

The RenewalsManager Suite is designed to integrate into leading CRM and financial systems, including SalesForce, SAP, Oracle, Netsuite, and more. Tight integration means that your customer subscription renewals data is available across your organization. Likewise, valuable customer information captured by your CRM via sales and marketing efforts continually updates and augments your renewals database and is accessible through sales, partner, and distributor portals.

Financial systems are also easily integrated. And, for companies with a global presence, we can customize a financial services package in multiple currencies, including:

- Credit card processing
- Billing/invoice generation
- Payment collection

- Sales tax calculation and collection; reporting and filing
- Capture and payment of partner or employee commissions

Analytics turn insight into revenue

RenewalsManager Suite delivers the metrics you need to make informed decisions and continually improve your services, sales, and software subscription programs. Our web-based dashboards with daily refresh of Key Performance Indicators (KPIs) related to your services business and installed base provide:

- Accurate and consistent projections of available opportunity by type — renewals, warranty expirations, free trials, uncovered equipment, and more
- Real-time feedback on bookings and conversion rates
- Win/Loss statistics and competitive intelligence for better product marketing and decision-making

- Guided analytics for intuitive root-cause identification of the effects of pricing changes, service migrations or modifications to service offerings
- Global reporting with the ability to drill down into specific regions, territories, individual sales agents, channel partners or end-customers
- Data cleansing statistics such as contact information improvement rates
- Filters for key dimensions such as products, service offerings, opportunity types, or any dimension relevant to your business
- Cross-period comparisons to identify deviations from trends and provide alerts when control limits are exceeded
- Role-based dashboards for sales and channel partners with individual preferences for distribution (e-mail, Web, phone) and alerts

To learn more about how Concentrix can help you with your services contracts, sales, and software subscription renewal programs, contact us at 1-877-747-0583 or inquiry@concentrix.com or visit www.concentrix.com today!

RenewalsManager™ Suite will help you realize more revenue from:

- Software subscription renewals
- Warranty conversions and extensions
- Support contract renewals
- Hardware upgrades
- Cross-sell, upsell and attach opportunities
- Other installed base sales opportunities

ABOUT CONCENTRIX

Concentrix, a wholly-owned subsidiary of SYNnex Corporation (NYSE: SNX), is a leading business services company. We focus on customer engagement and improving business outcomes for over 450 global clients across five continents. Our 100,000+ staff deliver technology-infused, omni-channel customer experience management, marketing optimization, digital, consulting, analytics and back office solutions in 40+ languages from 125+ delivery centers. We serve automotive; banking and financial services; insurance; healthcare; technology; consumer electronics; media and communications; retail and e-commerce; travel and transportation; and energy and public sector clients.

© 2017 Concentrix Corporation. All rights reserved.

