

9 Signs

Your Organization Needs To Converge Commerce

Here at TAM Intelliware, we have spent over 3 decades listening to organizations in the industries we serve throughout America and Canada. In that time, we have identified common problems that keep business units from reaching their goals. See if you are experiencing any of these setbacks and learn how converged commerce with TAM will help.



The Assistant Manager™

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Converge
Commerce

1. THE SPREADSHEET GURU BOTTLENECK



Problem

Fragmented commerce means your Excel experts have to work hard to provide consolidated reporting. Business unit heads have to fight for these Excel experts' time and then those experts in turn spend too much time consolidating the fragmented data into useful worksheets.

Solution

Converged Commerce automatically centralizes all reporting and provides it in real-time. By providing real-time accurate data, key stakeholders have the data and metrics needed to make confident, operational decisions. Key stakeholders can receive the information needed on a scheduled basis and be alerted to any operation anomalies instantly.

2. THE SINGLE PURPOSE APPLICATION MONEY BURN



Problem

Multiple applications targeted to single needs in your organization results in overlapping and excess costs. These applications' related costs often include on-going customer support, transaction fees, and new version upgrade costs. With multiple companies providing key applications, you have many mouths to feed and numerous points of contact.

Solution

Converged Commerce is an advanced multipurpose application that comprehensively meets the needs of all business units. One point of contact for support and new version releases that provides the lowest cost of ownership and a predictable return on investment.

3. THE IT TEAM REBUFF



Problem

Having to support countless applications will overwhelm even the best IT teams, rendering them agitated and unable to respond in a timely manner, if at all. Long lead-times and delayed IT initiatives can cripple any organization's performance and growth, not to mention frustrate team members and encourage apathy in their performance.

Solution

Converged Commerce eliminates the many current applications implemented in each business unit with one application, one database, one point of contact. The result? An immediate reduction in internal resources required that frees your IT team allowing them to respond to organizational needs in a timely manner.

4. THE BUSINESS UNIT TUG OF WAR



Problem

Business unit managers often have to fight to receive budget dollars and other resources because your systems provide untimely or inaccurate performance data. Accurate past performance data is essential to illustrate a basis for future financial or resource needs of the business unit. Without it, it can lead to a tug of war for those resources!

Solution

Converged Commerce provides the information needed to take the uncertainty out of uninformed budget planning. Comprehensive and reliable operational and financial data is a foundation that promotes confidence in future facing predications and budgets ensuring that each business unit gets exactly what it needs.

5. THE RIGHT AND LEFT-HAND COMMUNICATION BREAKDOWN



Problem

When one business unit doesn't know what the other is doing, it causes all sorts of problems: duplicate work, forgotten work, missed deadlines, and dropped commitments. Any one or all of these problems ultimately leads to unhappy patrons.

Solution

Converged Commerce, with its 360-degree view and single data store supports real, reliable, and complete data so everyone knows what everyone else is doing. This data is an absolute key to business units and thereby organizations that really work and promote growth.

6. THE INSECURITY SLEEPLESS NIGHTS



Problem

Is your security team awake at nights trying to figure ways to plug leaks in your infrastructures security? They constantly have to evaluate and then reevaluate the many mission critical applications on your network.

Solution

Converged Commerce is fully secure on many levels and a single application allowing your security team more time to properly secure your organization's internal infrastructure allowing everyone to sleep better.

7. THE EVENTS CAPACITY GAMBLE



Problem

Visitor services manually monitoring fast moving tickets to ensure capacity limits? The organization's many selling channels including customer facing, internet, and call centers are never updated in real-time and therefore become unreliable, leading to over booked events, dissatisfied patrons, and unnecessary costs.

Solution

Converged Commerce provides a single, real-time data store reliably integrated to all selling channels and instantly prevents overbooked events, promotes patron satisfaction, and eliminates unnecessary costs.

8. THE PIGEON-HOLED TEAM MEMBER



Problem

Team members and volunteers are often locked into one business unit or even on responsibility in a business due to the amount and difficulty of cross training on multiple applications. These limits staffing flexibility, slow new hire on-boarding, and increases the organization labor costs as a whole.

Solution

Converged Commerce implements a unified application that dramatically reduces, and in many cases eliminates the cross-training requirements, speeding new hire on-boarding and substantially reducing overlapping labor costs. Making sure your team members can be benefit to multiple business units in a time of need.

9. THE SAD PATRON SHUFFLE



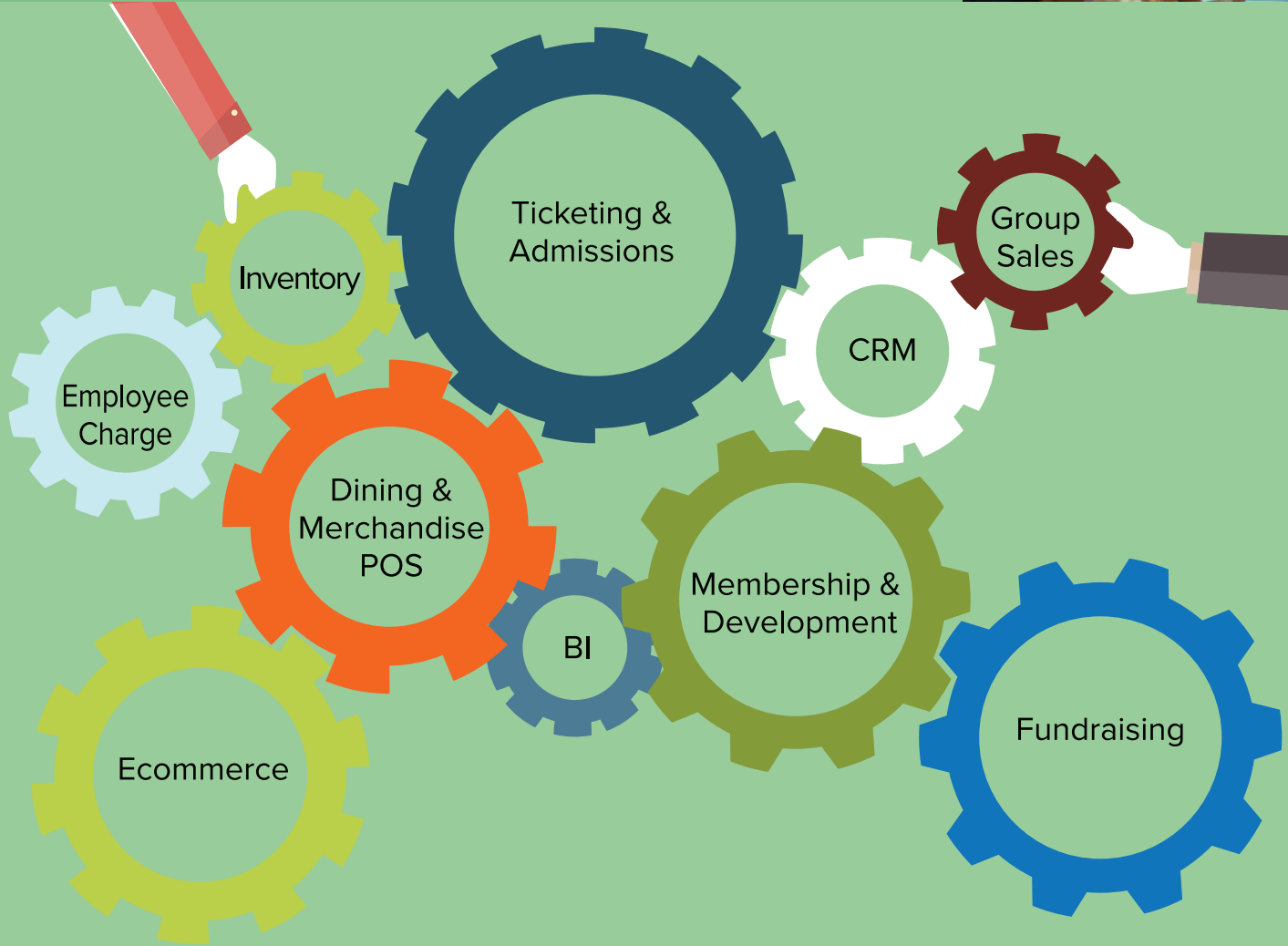
Problem

Herding patrons from one business unit to another to allow them to take full advantage of your organization's many offerings wastes their time and promotes dissatisfaction. Going to one place to enroll or renew a membership, another to make a valued donation, yet another to reserve an event, and finally one more to purchase that perfect souvenir will not lead to a favorable social media review. Worst yet, they have spent more of their day in line rather than enjoying what your organization has to offer.

Solution

Converged Commerce securely allows for effortless, accurate, and accountable cross selling of all of your organization's offerings in any or all business units. Now all of your valued patron's needs can be quickly and efficiently addressed at a single customer facing station or on the Web.

To setup a demo or learn more,
Call (888) 843-1476
www.tamb2cc.com



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