



SALES & MARKETING PROCESSES:

- CRM
- Marketing automation
- Content approval and emission
- Newsletter campaigns
- Social media publications
- Event planning and follow-up
- Purchase-to-pay
- Expense accounting



OPERATIONAL PROCESSES:

- Correspondence and case management
- Document repository and DMS
- Legal agreements approval
- ISO procedures management
- Quality management and auditing
- Lean/Six Sigma improvement ticketing
- Product lifecycle management
- Claims, complaints and returns processing
- Fleet management



FINANCIAL PROCESSES:

- Budgeting, investment planning and purchase requests
- RFI, RFP, tenders and purchase orders processing
- Cost invoice approval
- Invoicing automation
- Payment approval
- Credit limits management
- Contractor management
- Supplier authorization
- Business trips approval and cost reimbursement



HR PROCESSES:

- Vacancy approval, recruitment, on/off-boarding
- Leave & holiday requests
- Employee assessment
- Security and hazard-related work permits
- Attendance
- Perks, bonuses and gift approval
- Retirement plans
- Managing remote workers



IT PROCESSES:

- IT assets and systems registry
- Permissions management
- AD & Exchange accounts provisioning
- Project Management
- Ad-hoc tasking
- Change Requests processing
- Helpdesk and ticketing