Doxis solution suite for a 360° view of customers

Doxis Content Bridge for SAP & Salesforce

The more you focus your processes and activities on the needs of customers, the more successful your business will be. The prerequisite for this is a 360° view of customers and your interactions with them. Every point of contact on the customer journey generates content, which often lands in various applications that are not always accessible to everyone. In fact, employees search for information on customers, suppliers and projects in 4 to 11 systems on average – in SAP, Salesforce, Microsoft Teams, ticket systems, etc. In doing so, they lose about one-third of their work time, which delays processes and increases subsequent risks. The Doxis solution suite solves these problems and creates a unified basis information that is accessible to everyone involved.

Connect your information 'islands' with Doxis
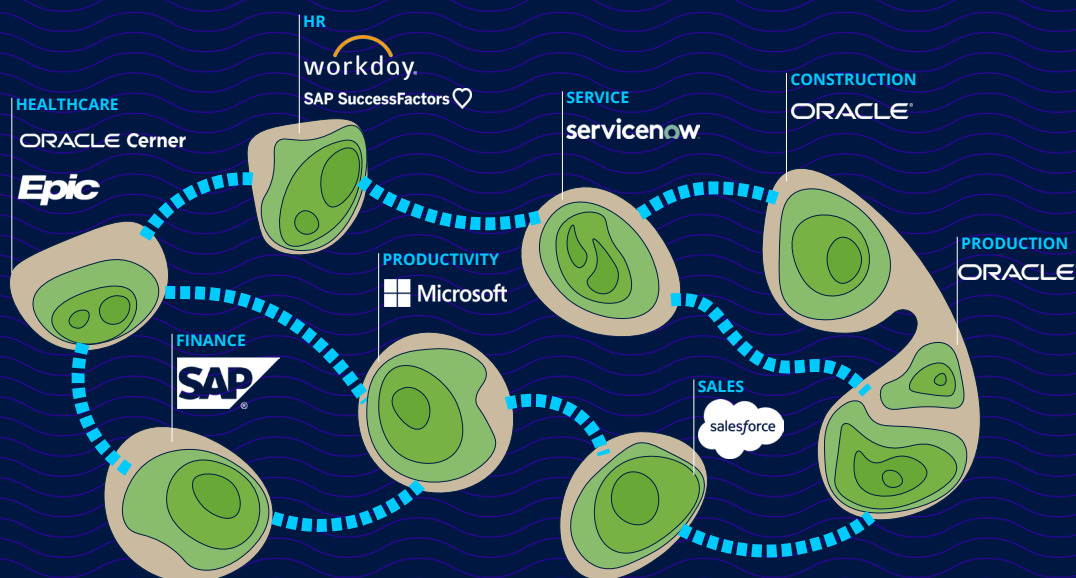
Your return on information

> **Up to 70% increase in efficiency**
> Automating document-based processes between SAP, Salesforce and Doxis helps to increase efficiency and, ultimately, profitability

> **Higher customer satisfaction**
> Faster service and better support processes strengthen customer relationships and customer loyalty

> **360° view of customers**
> A holistic view of customers across all systems creates transparency and optimizes workflows across the organization

> **More time for value-added tasks**
> For example, employees at insurer Techniker Krankenkasse are able to access information 10 times faster with Doxis
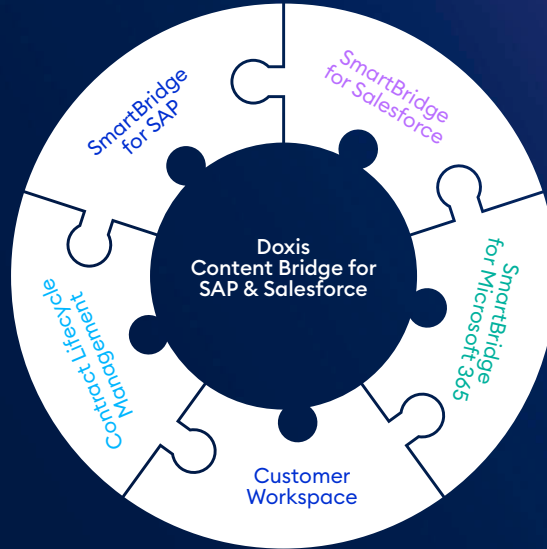
The solution suite Doxis Content Bridge for SAP & Salesforce

SmartBridge *for SAP*
Builds a bridge to SAP, creates customer workspaces for SAP business partners and, if needed, archives SAP content in Doxis

Contract Lifecycle Management
Provides a complete overview of contracts, terms and conditions for every customers, and enables contract creation

SmartBridge *for Salesforce*
Builds a bridge to Salesforce, creates customer workspaces for Salesforce accounts and archives Salesforce content in Doxis

SmartBridge *for Microsoft 365*
Builds a bridge to Microsoft Teams, enables access to customer workspaces with information from integrated systems

Customer Workspace
360° view of customers with information from SAP, Salesforce and Microsoft Teams

(center diagram)
Doxis Content Bridge for SAP & Salesforce
- SmartBridge for SAP
- SmartBridge for Salesforce
- SmartBridge for Microsoft 365
- Customer Workspace
- Contract Lifecycle Management

Leading companies trust in Doxis

> **Sunrise** Sunrise Communications Group AG
>
> Previously, Sales employees would have to switch between various systems to gain a full overview of customer data and documents. Doxis makes this laborious and time-consuming process a thing of the past. They can now access key customer documents – like emails, contracts, etc. – directly from the CRM system (and vice versa), where they are placed in uniformly structured digital customer files.

> **KNIPEX** KNIPEX-Werk
> C. Gustav Putsch KG
>
> Our business processes are much faster and more efficient thanks to the electronic contract, customer, and supplier files and the fact that the Doxis solution is fully integrated with SAP.

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Are you ready for a new era of enterprise content management?
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