

ERP

Libsys helps clients to design, deploy, and manage ERP implementation. Libsys is proficient in helping clients to maximize resource utilization.

Libsys also offers technology consulting services in business process analysis, business process re-engineering, information system strategies, hardware requirement analysis, applications consulting and training. Libsys has in-depth understanding of the scope and breadth of industry leading ERP systems. Libsys has deployed SAP, PeopleSoft, JD Edwards, Oracle and other ERP or IT systems at companies in vertical markets such as banking, financial services, retail, transportation, and manufacturing. Libsys is proficient on all aspects of ERP systems including financials, human resource management systems (HRMS), supply chain management (SCM), manufacturing, and business intelligence. Libsys has designed, deployed, and managed many data systems, which are critical for the ERP system to function optimally.

CRM

It costs an organization dramatically less to retain and grow an existing client than it does to court new ones, and the essence of this secret lies in CRM Implementations.

Libsys's CRM service suite leverages its deep customer care experience and its proven domain expertise in implementing CRM solutions across a range of industries. Libsys's CRM implementation experience includes packaged solutions like Peoplesoft, SAP and Oracle CRM. Libsys develop customer relationship management strategies, implement solutions, and provide ongoing support, to help our clients better understand their customers' behavior, to manage their relationships, capture relevant data, improve retention, and increase customer value.

Libsys's CRM services facilitate the seamless coordination between pre-sales, sales, marketing and after-sales support departments, including maintaining customer and contact databases and managing help desk and support lines.

Services that we offer in this arena are:

- S** Package Selection Consulting and deployment
- P** Implementation Services (Oracle, SAP, Peoplesoft, JD Edwards)
- I** Enhancement/Updates
- E** Migration
- M** Production Support and Maintenance