

Team Selling Improves Close Rates for Complex Deals

Benefits At-a-Glance

- **Empower the team** with a user experience that is as easy as sending an email
- **Realize higher close rates** with differentiated proposals and higher quality solutions
- **Experience shorter sales cycles** by effectively coordinating the distributed sales teams, product experts and business partners
- **Improve sales effectiveness** and expand pipeline opportunities
- **Build competitive barriers-to-entry** with multiple relationships that span the buying center and business partners.
- **Extend CRM investments** with proven adapters to leading systems including Siebel and Peoplesoft.



What They are Saying

“Enterprises that mastered customer relationship management fundamentals are shifting attention to knowledge management and customer interactive learning, collaborative selling and problem resolution through communities.”

The Case for Knowledge Management in CRM
Gartner Research April 2003

The Rules of Selling Have Changed

To win in today's ultra-competitive selling environment you must effectively marshal your company's resources across multiple disciplines to deliver a solution that exceeds the expectations of your prospects. However, many organizations are challenged with the complex deal:

- Inefficient request for proposal processes
- Poor sales team productivity due to false starts and recreating existing information
- Discordant client interactions by not being fully prepared with the best corporate knowledge
- Low close rates by failing to address critical issues throughout sales cycle and build rapport across the buying center

ePeople addresses these challenges with a powerful, knowledge-centered team selling solution called TSmall. Tightly integrated with your existing sales force automation system, TSmall builds upon your sales teams' avid use of email to advance complex sales cycles. Every email creates new knowledge and unlocks the contribution of experts across functional, geographic and enterprise boundaries.

Team Selling Crushes the Competition

ePeople TSmall empowers sales teams with the knowledge and tools necessary to close more business and architect solutions that uniquely address prospects' needs by:

- **Identifying key resources** across the enterprise and with business partners that have insight to either the client or competition, or have experience developing similar solutions.
- **Structuring and delivering the proposal** by building a response team, tackling the critical issues, and synchronizing efforts to deliver a differentiated proposal.
- **Leveraging the solution for future deals** by automatically capturing information and making it immediately reusable for other opportunities.
- **Providing management visibility** to effectively coordinate the team-based sale and control all aspects of the customer interaction.



With TSmall you will not only close more opportunities, but at a higher average revenue.

ePeople Delivers Rapid Results

ePeople solutions can be implemented in a few short weeks and start immediately delivering value to your sales organization. Accessible over the Web, through any e-mail messaging device or with the popular **Microsoft Outlook** application, your team can be up-and-running with little to no training required. ePeople also offers certified integration with industry-leading CRM packages from Peoplesoft and Siebel.

TSmall builds widespread user adoption through the familiarity and consistent work practices of the Inbox. A common-denominator technology, your sales team can efficiently interact with multiple product and service areas, leverage the best corporate resources, and win more deals with less effort.

ePeople delivers rapid results and easily fits within today's budget constraints. Organizations that implement ePeople realize a significant return on investment in just a few short months.

For information on how you can boost sales through team selling, contact us today.

ePeople, Inc.
450 National Avenue
Mountain View, CA
64043-2388
USA

www.epeople.com
Phone (650) 694-6650
Fax (650) 694-6401