

Hot Opportunity: SAP Interaction Center - Work with One of the Few Companies Using the Newest CRM Version!

Not Just Any Opportunity

How would you like to work for one of the very few companies to integrate the **newest version of CRM 6.0s with Netweaver BI**? Or one who's integrating a new, hot SAP solution: Global Trade Solutions with Governance, Risk and Compliance (GRC).

We are one of only 4 companies, out of 128 nominees, selected by SAP to resell SAP solutions. That prestigious selection speaks for itself.

Strong client demand is driving the expansion of our SAP CRM consulting team. We are currently interviewing for a **SAP CRM professional with Interaction Center** experience and solid business consulting skills.

Responsibilities

- Full life cycle architecture, design and implementation of an enterprise-wide contact center/call center solution to drive sales and growth
- Integrate Interaction Center as part of a multi-channel solution including E-Commerce
- Model and develop new call center business processes and implement in SAP CRM
- Lead blueprinting and implementation efforts, working with the EntryPoint Engagement Director; and
- Architect full solutions which directly drive client growth

Not Just Any SAP CRM Practice

Want to learn from the best? With more than 15 years experience in CRM/call centers, our Leading-Edge CRM Practice is about **Growth**: Supporting the growth of our Clients, growing our corporate expertise and reputation, and growing the breadth and depth of our Consultants' knowledge and skills.

Our CRM practice breaks down into the following:

- **Technology** – SAP CRM (Sales, Customer Service and Marketing), combined with Netweaver/BI as needed – We are a CRM 6.0s Ramp-Up Partner.
- **Processes** – Re-engineering Sales, Marketing and Customer Service business processes.
- **People** – Training, Culture Change or Organizational Development.
- **Customer Strategy** – Helping our Clients decide WHO are their best customers, HOW to approach them, and WHERE to invest.

We help our Clients drive increased revenues and better customer service by combining all of these into one integrated solution.

The latest market data shows that SAP CRM jobs are moving to people with a **combination of functional and technical capabilities**. Are you an SAP CRM functional specialist seeking to increase their knowledge -- technically, or to become a generalist to increase your market value? Are you a technical specialist who seeks to move into one or more functional areas? Either way, both you and our clients win.

Not Just Any Candidate

At EntryPoint, we are selective in who we hire to get the best fit for you and the company. Multiple interview rounds with technical and functional personnel, fellow colleagues and senior management give both you and the company upfront knowledge of what we're all about.

Required Skills

We seek experienced consultants who have expertise in some of these areas:

- Full life cycle experience implementing SAP CRM (Version 4.0 or greater) with Interaction Center (formerly "CIC").
- Cross Functional experience: Understanding and implementation of typical Contact Center functions such as Telesales, Telemarketing, Customer Service, etc.
- Knowledge of CTI, such as Genesys or Cisco, is a plus.
- Knowledge in one or more of the following customer processes: Sales, Customer Service or Marketing; business process analysis and redesign experience.
- Life cycle experience: from Problem Definition and Project Preparation through Gap Analysis, Blueprinting and Realization.
- Good consulting skills with ability to analyze business requirements and map them to best practices as embodied in CRM Interaction Center.
- Strong capabilities to analyze business problems from both a qualitative and quantitative perspective.

Preferred Background

The successful candidate must possess and be able to demonstrate through client references the following:

- Verifiable subject matter and solution expertise – generally viewed as the "go-to" person on a project – acknowledged subject matter expert.
- Terrific "soft skills" leveraged across clients' technical, project and business personnel.
- Minimum of 5-6 years of professional experience (consulting, software/system implementation industry expertise).
- Energy, enthusiasm and positive spirit – confident without arrogance.
- Entrepreneurial spirit – will do what it takes to get the job done.
- High level of commitment to follow-up and client success: never let a commitment slip.
- Desire to share technical expertise with team members and the client.

Not Just Any Company

EntryPoint Consulting was started to provide a place where the best people and the newest technologies come together to provide top-level, Fortune 500 experience to our mid-market clients. We're focused on bringing exceptional business knowledge and expertise to our client initiatives. As our track record and our double-digit growth rate demonstrates, we continue to be on the leading edge for our clients. **And that's why we need top performers like you.**

Great people attract other great people! As a top performing consultant, you want to surround yourself with other top performers. At EntryPoint, working alongside people you respect and trust helps your individual performance which, in turn, helps the client achieve their goals.

Respectful of your personal life, we implement a travel policy which **keeps you home the majority of nights in the week.**

Leverage those skills you've worked hard to develop through working with some of the best companies and people around, and bring them to EntryPoint where you can be free from politics, bureaucracy and other big company headaches. At EntryPoint, spread your wings and feel the exhilaration of working for a high-growth company.

EntryPoint is a certified **SAP** Services Partner, Reseller and national IBM Regional Systems Integrator.

Not Just Any Compensation & Benefits Package

Compensation packages include competitive base salaries and above-average performance incentive plans based on client satisfaction/loyalty, individual contributions to Practice growth and utilization.

Our Benefits are geared toward giving our employees the flexibility they need, and we offer the following to all employees:

- Comprehensive national Medical, Dental and Vision Service Plans -- all with low individual contributions
- Term Life Insurance
- Competitive vacation/holiday program
- 401(k) Plan

Contact Information

To apply for this position, contact Ron Kronen rkronen@entrypointconsulting.com
Or phone 360 455 4800