



TECH FALCON
Member of Lootah Holding

**Customer Success
Guide Series**

Technology Upgrade

The 4 “Must(s)” Of Technology Upgrade According To Experts



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Centralized CRM And ERP Tools

Having centralized ERP and CRM tools can help your company gain better control over its business operations and strengthen customer relationships in the most effective way.

While upgrading your company's technology infrastructure, consider opting for centralized ERP and CRM systems. This way, you will have a unified view of both the major aspects of your business – a) the service delivery methods and standards, and b) customer relationships. Today, ERP and CRM systems are undoubtedly, the most important tools that a business can acquire. Therefore, ensuring that they work through unified platforms would suggest that the business has enough room for spotting and fixing potential issues in their major processes, cutting down costs yet delivering high-class results and boosting the overall productivity and efficiency.



Integrate Your Existing Systems

If you are introducing new tools and applications in your software system, make sure they can be integrated with the existing applications.

Integration of digital tools is one of the most important points that companies miss out on while upgrading their technology. Continuing to work with standalone systems wouldn't just burn out company's resources after a while without any significant results but, also make it incredibly difficult to maintain and comply with the regulation standards. You can reap maximum benefits out of your technology upgrade only when it is capable of integrating with other applications and automatically syncing their files and data to allowing access from a single point of truth and increase flexibility.

Cloud Migration

Migrate all your company's data sets to cloud to enable decision-makers to gain access to data within moments from wherever and whenever they want.

The advancements made in cloud technology in the last few years have made it clear that it is indeed the most efficient and secure way of recording and pulling up data whenever needed. With cloud solutions you can rest assured that you are always using the latest version of data and the information is free of silos. Furthermore, cloud technology is one of the easiest recourses of slimming down your IT budget while increasing accessibility for accounting, resource planning, inventory management and supply chain management. Simply put, cloud migration is necessary for gaining a 360-degree view of business operations and planning the next steps accordingly.



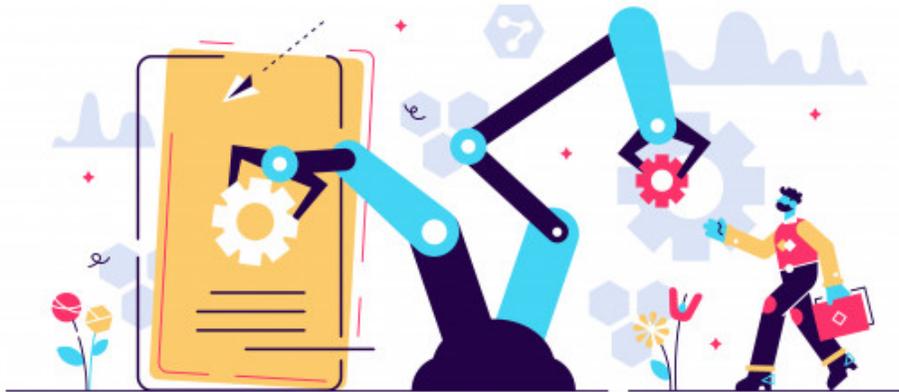
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Automate Operations

A technology upgrade would be incomplete without automating your business operations and making certain that they are performed in lesser time with greater accuracy.

Automate the major operations of your business starting from data collection to analysis to providing customer support through bots and AI-powered platforms. The objective of automating processes is not laying off your employees. Automation targets at surging proficiency by freeing up the employees of extensive and repetitive tasks and letting them focus on the more challenging aspects so that the company can capture more profitable deals. Let's not forget automation performed through artificial intelligence and machine learning algorithms guarantee accuracy up to a certain level – which means, the organization will have better prospects of achieving competitive advantage in the market.

DIGITAL TRANSFORMATION PARTNER

Applications | Automation | Analytics

Tech Falcon LLC is a digital transformation partner for enterprises as they embark on their digital transformation journey. We are headquartered in Dubai. We help clients in manufacturing, projects, distribution, public sector, real estate, and public sector to achieve business and operational goals with business applications, automation, and analytics services.

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