



RIMERA GROUP

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To Ekaterina Voropaeva
President of MAYKOR-GMCS

Ms. Voropaeva,

Rimera Group would like to thank GMCS (a subsidiary of MAYKOR) for the successful implementation of an automated CRM system based on Microsoft Dynamics CRM 2015.

The CRM system is designed to optimize the sales processes with the use of a precise and clear plan of actions for personnel of different departments, as well to improve the order execution quality and increase customer satisfaction. The project has automated sales and marketing processes of the two plants of Rimera Group: MSA and Alnas.

The system supports the cycle of processes: from receiving a customer's application, preparing a commercial offer and making a payment, to transferring an order to production, controlling the order execution and delivering it to the customer.

Sales managers can track each order, build a revenue forecast for customers or product types and track transaction costs. Another important result of the project is a unified customer base.

After 5 months, the CRM system was launched into pilot operation. GMCS showed professionalism and responsibility for task performance. The project was held in strict accordance with the approved schedule, all stages were closed in a timely and qualitative manner.

Rimera Group continues to cooperate with GMCS within the development and technical support of the CRM system.

Sincerely,
CIO
Rimera Group

A handwritten signature in blue ink, appearing to read "M.B. Lobanov", with a horizontal line extending to the right.

M.B. Lobanov