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EcholoN, the Enterprise Service Management software suite, is a comprehensive solution for service, support and customer care. With the EcholoN Enterprise Service Management Suite we offer a comprehensive and efficient solution for the organisation and control of all processes and services in all departments of your company. You can also perfectly integrate partners, customers and suppliers into the respective process. Interfaces enable seamless process coupling to upstream and downstream systems. With its flexible process structure and workflow control, EcholoN software enables a high degree of automation. Process gaps are closed. Established systems such as CRM, ERP, PPS etc. receive a process upgrade and optimisation through the provision of best practices.

The respective EcholoN solutions offer you a step-by-step introduction to a professional system. You can start with a simple ticket system and only change to the next larger edition via a software key. All settings, data, information and workflows remain the same. The provision of the range of functions thus adapts to your needs. Service-management becomes an enrichment.

You decide which department and users may use which services. You can start where the process is best optimised. In the IT department with IT Service Management (ITSM), also according to ITIL, across departments in human resources (HR), whether the service desk should be reorganised or customer service is striving for a holistic solution with Field Service Management. The solutions at a glance: Ticket system Helpdesk Service desk Customer service Field service management IT service management Service management Emergency management Quality management

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