

## 1. Title:

Streamlining Operations for Auxin Shipping with Zoho CRM, People, and Expense

## 2. Overview:

- **Client:** Auxin Shipping
- **Industry:** Shipping and Logistics
- **Solution Partner:** EVA Software Solutions
- **Objective:** Enhance customer management, HR processes, and expense tracking with Zoho solutions.

## 3. Executive Summary:

- Auxin Shipping faced challenges in managing customer relationships, employee workflows, and expense tracking.
- EVA Software Solutions implemented Zoho CRM, People, and Expense to automate and centralize operations.
- The implementation led to improved efficiency, better resource management, and real-time expense monitoring.

## 4. Problem Statement:

- **Disconnected Systems:** Lack of integration between customer, HR, and expense management tools.
- **Manual Processes:** Time-consuming manual tracking of employee workflows and expenses.
- **Limited Visibility:** Inadequate insights into customer data and expense trends.

Partner name: **EVA Software Solutions.**

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## 5. Proposed Solutions:

- **Zoho CRM:** Centralized platform for managing leads, deals, and customer interactions.
- **Zoho People:** Automated employee workflows, attendance, and leave management.
- **Zoho Expense:** Streamlined expense reporting and approval processes.

## 6. Implementation:

- **Needs Analysis:** Assessed Auxin Shipping's operational requirements.
- **Customization:** Configured Zoho modules to align with shipping industry needs.
- **Training & Support:** Provided hands-on training for teams to maximize tool adoption.

## 7. Results:

- **Improved Efficiency:** Reduced manual effort by 40% across departments.
- **Enhanced Transparency:** Real-time visibility into customer interactions and expenses.
- **Optimized HR Processes:** Streamlined employee management, reducing workflow delays by 30%.