

Absa Merchant Services

Pieter Botha

Infrastructure Manager

Industry: Banking

No of Users: 10 Users

Modules: Accounting

“We do not spend money on new products or systems unless we can see the value they add, how they can make our jobs easier and improve our staff’s ability to provide excellent service. Pastel Evolution has helped us deliver all of this. The ease with which Pastel Evolution can be customised as well as its **ease-of-use** made the decision to switch much simpler. **The integrated CRM functionality provides us with a full document management solution.** E-mails, memos and other forms of communication are stored in the system, with all information linked to a particular customer account. This builds up a history unique to every customer that can be called up for reference purposes at any time. Our previous accounting systems required manual capturing of data from the mainframe. Now the process is automated, allowing staff to get on with more important work immediately.” - Pieter Botha, Infrastructure Manager, ABSA Merchant Services