



Contribution ID: 213

Type: **not specified**

EGI Client Relationship Management system

Wednesday, 28 March 2012 16:50 (20 minutes)

EGI is in the process of implementing Customer Relationship Management mechanisms aiming for the definition of a portfolio of prospective user communities and explore the opportunities they may offer. EGI Customer Relationship Management strategies consist on implementing procedures and technologies towards building stronger relationships among EGI InSpire members. The core of the activity consists in the analysis of the methods used by the different EGI InSpire partners to approach national and international communities with needs that could be satisfied by EGI offer, and how they manage and monitor their progress. In this session we will present the adopted technology that allows NGIs to record, manage and monitor their prospective and ongoing relationships with national and international communities, keeping full access to the activities which are taking place within other NGIs.

Presenters: BORGES, Goncalo (LIP); ANTONIO TOMASIO PINA, Joao (LIP)

Session Classification: VRC Support Platform