

Act!: Streamlining Sales Operations for DuChâteau

DUCHATEAU

Long-Term Commitment: Over Two Decades of Trust in Act!

Joe English is the Territory Manager for [DuChâteau](#), a lifestyle brand specializing in the fine manufacture and design of luxury architectural finishes, where he oversees regions like the Bahamas and the west coast of Florida.

Joe has been using Act! Since 1996 to manage his contacts and calendar, witnessing first-hand its evolution into today's feature-rich, all-in-one CRM and marketing automation platform and making it his daily source of truth today. With over 3,000 contacts at his disposal, Act! helps Joe efficiently manage and organise them, ensuring he can easily retrieve information when needed.

“ The ability to sync emails, phone calls, and other communications all in one place has transformed how I operate and let's me focus on what really matters—growing our business!”

Joe English

Tailored Customer Engagement: Enhancing Client Relationships

Working in the high-end flooring industry, Act! allows Joe to cater specifically to designers and architects by grouping contacts based on their preferences. Whether it's segmenting clients who are interested in wood wall panels or managing leads, Act! helps him customise his approach.

Before Act!, managing customer interactions involved cumbersome binders and manual note-taking, which were prone to errors and missed follow-ups. Act! eliminated these challenges by providing a digital solution that keeps everything in one spot, with reminders and scheduling features that ensure no detail is overlooked.

“ This level of organization enables me to plan effective outreach, like setting up lunch-and-learn sessions with designers, which ultimately drives business growth.”

Joe English

Daily Productivity Boost: Utilizing Act!'s Comprehensive Features

On a daily basis, Act! helps Joe schedule appointments, track visits, and organise contacts by different segments like designers, architects, and dealers. The synchronization across devices means he can update information on the go, ensuring his records are always current.

Act! has made Joe more efficient, particularly in reporting and segmentation. Whether it's pulling up a list of contacts in a specific area or providing detailed reports for his National Sales Manager, Act! makes it easy to access and deliver information quickly.

“ Unlike other tools, Act!'s comprehensive features ensure that no detail is missed, which is crucial for maintaining strong client relationships and driving sales.”

Joe English

The Clear Choice: Why Act! Outshines Other CRMs

“While other tools offer certain features, Act! consistently delivers more, making it the most complete and reliable option for my needs. The range of functionalities and the ability to grow with additional add-ons keep Act! a step ahead of the competition, ensuring it remains my go-to CRM solution.”



Learn more about **DuChâteau** by visiting their website.

Increased Efficiency: Act! enables Joe English of DuChâteau to manage over 3,000 contacts and communications in one place, boosting organizational efficiency and productivity.

Enhanced Customer Engagement: Tailored outreach and segmentation, such as targeting designers and architects, allow DuChâteau to deliver more personalised interactions, driving stronger client relationships.

Streamlined Operations: The integration of email, phone calls, and scheduling tools in Act! has transformed DuChâteau's daily operations, eliminating errors and missed follow-ups.

Competitive Advantage: Act!'s range of functionalities and the ability to grow with additional add-ons keep Duchateau a step ahead of the competition.”

“ The ease of use and the ability to document conversations right after a call has significantly improved my efficiency.”

Joe English

About Act!

With proven CRM and powerful Marketing Automation, the possibilities are limitless. Act! provides the ultimate toolset to build relationships, maximise engagement, and drive business growth.

START YOUR FREE TRIAL

Contact Act!

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Australia:	1300724327	Ireland:	353 818 663 400
Netherlands:	088 002 9000	New Zealand:	0800.443.163
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