

“2020 CRM Covid-19 Response Awards”

5 companies 1 organization



一般社団法人 CRM協議会
CRM ASSOCIATION JAPAN

Company Name	Key Point
Zurich Insurance Company Ltd <2020 CRM Best Practice Award>	Switching 95% of Call Center Operations to Working at home
Tsu City	Five functional call centers to help citizens with their concerns and problems
TOKYU COMMUNITY CORP. Customer Center	Watch over the safety of residents and protect customers' assets
FORUM 8 Co., Ltd. <2020 CRM Best Practice Award>	Realized a shift to online sales activities and quickly responded to the new normal
FUJITSU COMMUNICATION SERVICES LIMITED	Minimize the impact on clients and implement infectious disease countermeasures to ensure employee safety
Yasasiite Corp. <2020 CRM Best Practice Award>	Implemented a health observation and management system for early detection, early classification, and early screening