Tools you can use to manage your operations

Here are some popular tools and websites to help you manage your business. Make sure you explore other options too, to find what works for your business.

Project management

Project management tools will help you stay organised. They can streamline task assignments, deadlines and team collaboration. This will make sure that projects are completed efficiently and on time.

asana can help you manage tasks, set deadlines and collaborate.

Trello can help you visualise projects using boards, lists and cards.

Basecamp combines project management with team communication.

Communication and collaboration

Communication and collaboration tools allow remote teams to stay connected, share ideas and work together in real time. This helps to enhance productivity and teamwork.

slack for instant messaging, with channels for team collaboration.

zoom for video calls when you have remote meetings.

Teams for an integrated chat feature, meetings and file storage.

Customer relationship management (CRM)

CRM tools help you to manage customer interactions, track sales pipelines and improve customer satisfaction by centralising customer information.

salesforce offers comprehensive CRM for sales, service and marketing.

pipedrive offers sales-focused CRM with pipeline management.

E-commerce

E-commerce platforms provide you with everything you need to launch and manage an online store, from payment processing to inventory management.

shopify is an all-in-one platform. It can be used by online stores to do things such as payment processing.

Adobe Commerce is an open-source platform for customisable e-commerce solutions.

Marketing

Marketing automation tools help you to streamline and scale marketing efforts. So you can reach the right audience at the right time across various channels.

mailchimp is an email marketing and automation tool.

Hootsuite can be used to schedule and manage social media posts across platforms.

Human Resource (HR)

HR management tools can simplify processes like your payroll, benefits and recruitment. Helping you to effectively manage your growing teams.

brighthr can manage your HR, people management and health and safety.

my toolkit offers easy to use HR management tools.

Data analytics

Data analytics tools provide valuable insights into website traffic, user behaviour and business performance. Having these insights will help you to make data-driven decisions.

Google Analytics tracks website traffic and user behaviour.

+ableau visualises data for insights and decision-making.

Automation

Automation tools help you to streamline repetitive tasks and integrate various apps. This will free up some of your time and help to reduce the amount of manual work required across your various workflows.

zapier can connect apps to automate workflows. For example, it can automatically add new form entries to a spreadsheet.

Notion offers similar integration and automation capabilities.

Inventory and supply chain management

Inventory and supply chain management tools help you track stock, manage orders and streamline logistics. This means you can make sure that you have enough of your product to fulfil your orders.

ZOHO tracks inventory levels, orders and deliveries.

CIN7 manages inventory with multi-channel support.

Customer support

Customer support systems can help you to manage customer enquiries and engage with users effectively. This will help you build strong customer relationships and resolve issues quickly.

INTERCOM is a live chat and customer engagement platform.

Help Scout provides customer service software for managing enquiries.