





## DYNAMICS CRM TRAINING

# Role-based, hands-on training to launch or scale Dynamics 365 CRM capabilities

At Awara IT, we help customers get started with Dynamics 365 (sandbox onboarding, core user tasks) and extend it (admins, makers, integrations) through practical workshops, hands-on labs, train-the-trainer programs, and adoption playbooks.

## WE OFFER

-  **End-User Bootcamps:** Sales and support workshops focused on daily tasks and CRM best practices.
-  **Admin & Governance:** Security, environment strategy, solution management, and operational runbooks.
-  **Power Platform Makers:** Low-code apps, flows and Power BI for CRM data.
-  **Train-the-Trainer & Coaching:** Internal trainer enablement and 30-day follow-up coaching.

## BEST FOR

- Organizations launching Dynamics 365 or expanding usage.
- Sales teams, contact centers, CRM admins, and Power Platform makers.
- IT and business leaders who want measurable adoption.

# 1-5

days per training  
track (flexible format)

# 10+

training modules  
available

# 30-

day post-training  
coaching included  
(optional)

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## KEY BUSINESS OUTCOMES & BENEFITS



**Quicker CRM adoption and better data quality.**



**Fewer support tickets; faster time to competence for new hires.**



**Clear adoption metrics and a plan to sustain change.**

# ABOUT AWARA IT

We automate key business processes and implement the most innovative solutions, use world-class technologies, manage IT assets, help companies switch to cloud technologies and work in a secure information environment. We work with a wide range of software, from classic office products to large-scale international solutions. We have in-depth knowledge of local implementation specifics, helping clients to optimize their global business.

**17+**

years on the IT  
consulting market

**200+**

certified experts on  
our team

**250+**

support and  
Implementation projects

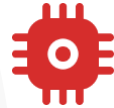
**10+**

industries  
proficiency



## Our Team

- Certified consultants, developers, architects, trainers and technical specialists
- Microsoft Most Valued Professionals (MVP)
- Microsoft Certified Trainers



## Microsoft Awards

- Microsoft Solutions partner
- Member of Microsoft Inner Circle
- Microsoft Partner Awards Winner
- Microsoft Managed Partner
- Custom Solutions for Microsoft Teams



## Geography

### PROJECTS

- Europe
- North & South America
- CIS countries
- Australia
- Asia

### OFFICES

- Spain
- USA
- Bulgaria
- Finland
- Italy
- Qazaqstan
- Cyprus