



SURE START

FOR CUSTOMER ENGAGEMENT

RUN-READY SET-UP. CONTINUOUS IMPROVEMENT INCLUDED. NO SURPRISES!

Built on the 848 Sure Start framework, Sure Start for Customer Engagement combines resources and tasks into one fixed price product that provides a full end to end project powered by Microsoft Dynamics 365 - Including **PLAN, BUILD, and RUN.**

The result is a fully operational system, providing the most cost-effective route to improved productivity and customer management that drives greater value.

SALES

Build strong relationships with your customers with SureStart for Sales. Track your accounts and contacts, nurture at every stage of the pipeline, create collateral, and follow service cases.

CUSTOMER SERVICE

Put your customers at the heart of your operations with SureStart for Customer Service. Track customer issues through cases, share information within the knowledge base, empower field service representatives and manage performance and productivity.

MARKETING

Turn prospects into potential customers with SureStart for Marketing. Create distinct online content and email messages, design interactive customer journeys, manage events, and utilise LinkedIn business prospects.






PROJECT SERVICE AUTOMATION

PLAN, BUILD and RUN outstanding projects with SureStart for PSA. Create work schedules and estimates, manage project cost and resource requirements, manage quoting, billing and pricing, and utilise interactive dashboards and reports to monitor KPIs.



BUSINESS CHANGING IT

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Company Reg No. 7393725     



SALES



CUSTOMER SERVICE



MARKETING



PROJECT SERVICE AUTOMATION

LIGHT
£1,500

ESSENTIAL **£6,000**
PER APPLICATION

△ PLAN

- Discovery
- Analysis
- Design

- ✓
- ✓
- ✓

- ✓
- ✓
- ✓

⇒ BUILD

- Configuration
- Migration
- Customisation
- Integration
- Bespoke
- Testing
- Training

- ✓
- X
- X
- X
- X
- ✓
- ✓

- ✓
- ✓
- ✓
- X
- X
- ✓
- ✓

∞ RUN

- Incidents
- Migration
- Customisation
- Discovery Workshops

- X
- X
- X
- X

- ✓
- ✓
- ✓
- ✓

DURATION

Typically 2/4 days

Typically 2/3 weeks

Once our solution is up and running, we can provide an IT helpdesk service that ensures your system stays online with regular updates, resolve problems and provide ongoing user advice. Please note, the prices listed do not include license cost. Terms and Conditions apply.

GET IN TOUCH **TODAY** TO FIND OUT MORE:
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