



Egremont Group



Industry:
Professional Services (Consultancy)

No. of employees:
10

Solution:
SureStart Business Applications

848 services:
PLAN: Discovery and Analysis
BUILD: Design and Configuration
RUN: Support and Training Services



SureStart Case Study Egremont Group

The problem?

Before working with 848, Egremont Group were using an existing solution that was disjointed, that was hindering their sales capabilities, limiting their productivity and creating disconnects within their sales processes.

The solution?

The 848 group delivered their SureStart solution, which combined their high-quality delivery implementation services with Dynamics 365 for Sales.

The result?

This has enabled Egremont to benefit from a secure and accessible centralised system for the management of customer interactions, nurturing and the complete sales lifecycle.

The additional development and deployment of their customer business process flow means they are now be able to generate reports of opportunities by stage in the process – something which was not possible in the past.

Egremont have also had a lot of success since deployment in building and arranging dashboards based on user/team to display key information on their clients and opportunities, capitalising on the extra detail now captured on the Dynamics 365 records that simply was not possible in the solutions used previously.

848 have continued to work with Egremont, providing excellent levels of support and customer service, and ensuring their solutions meet their changing goals and requirements.