

HSO EXCELLERATE 10-WEEK IMPLEMENTATION ENGAGEMENT

Backlog Formation

- Project planning
- Discovery & analysis
- User story development
- Solution design
- Data migration plan

Development

- Feature development
- Design
- Setup & configuration
- Development & testing
- Project Stakeholder Training

Hardening

- Release Preparation & Solution Hardening
- End-to-End Testing
- Training
- Initial Data Migration

Rollout

- Deployment Activities
- Project Tracking and Closeout
- Cutover Activities
- Final Data Migration
- Go Live
- Transition to Client and/or Managed Services Teams

Implementation Services for Microsoft Dynamics 365 CE

Ensure a smooth start to your digital transformation

When your organization chose Microsoft Dynamics 365 CE as your new CRM solution, you chose the right solution to digitally transform your customer, client, prospect, or citizen engagement. Selecting the right implementation and support partner is equally important.

Your partner needs to understand your organization—not only how it operates, but also what drives it—and have the skills and experience to design and implement a solution that meets your strategic goals. As importantly, that partner must be able to work with your people to ensure they are properly trained and supported so they're confident in taking over the reins.

Every implementation is unique. Before anything else, we work with you to develop a firm understanding of your culture as well as your challenges and goals to help us determine how best to approach the implementation. The right approach means the difference between a smooth implementation and a bumpy one.

Ultimately, your CRM solution must be a true asset. That defines how we work together. No matter how we manage the project, the goal is to put a solution in place that satisfies you:

- ✓ **Thorough analysis** that involves you from the very start when we analyze current processes and define requirements
- ✓ **An eye towards the future** so your solution has the ability to grow and adapt as your organization grows and your needs change
- ✓ **Early testing**, beginning in the requirements gathering phase to ensure use cases are written with the big picture in mind, followed by testing each phase
- ✓ **Stakeholder involvement** as early in the process as possible so they can get familiar with and provide feedback on the solution prior to launch
- ✓ **Executive involvement** to keep them informed and get their input early on to make key decisions as the project evolves