



BRENNAN DIGITAL
Leading business transformation

QUICK START SOLUTIONS

Pre-scoped, pre-priced, and pre-proven solutions that push productivity forward.

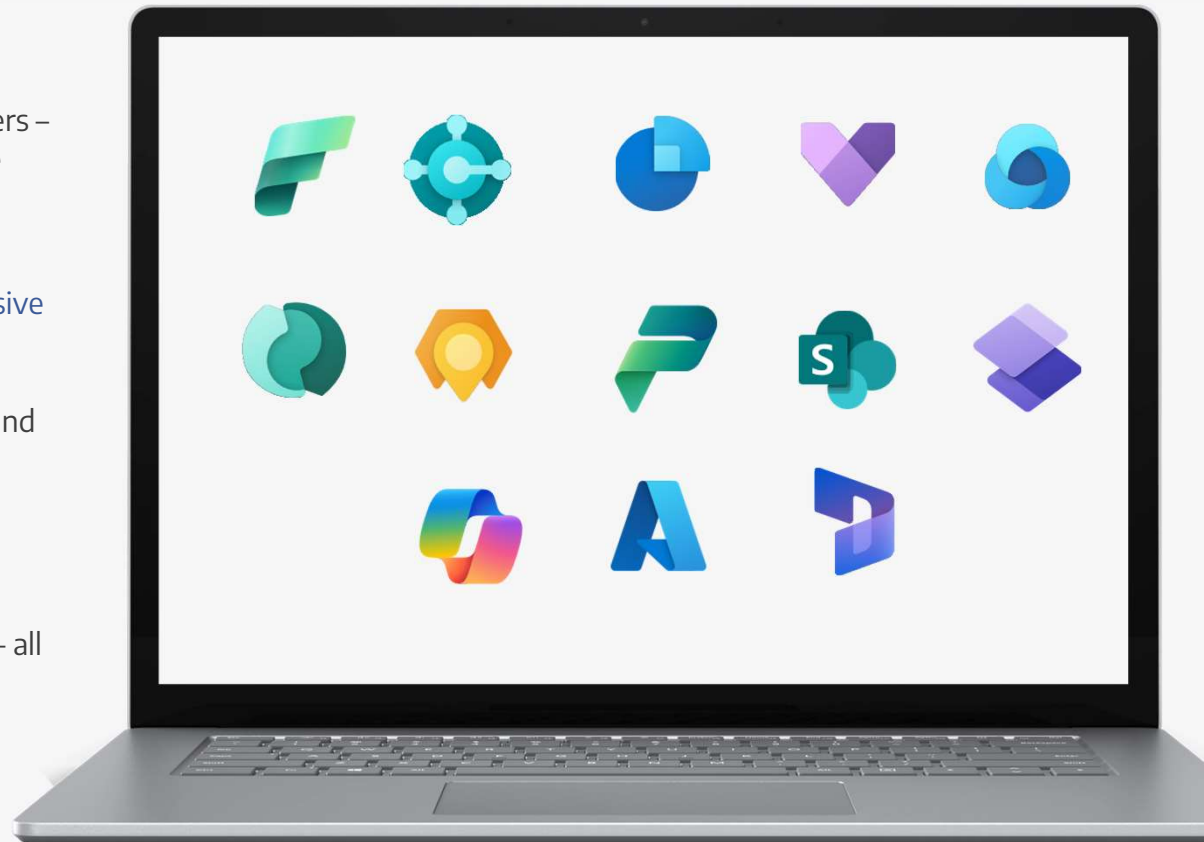


BRENNAN QUICK START.

Getting the best from your people – and for your customers – means getting the most from your technology. But as the technology mix multiplies, the complexities grow.

It's why we've created **Quick Start**, a suite of **comprehensive toolkits that span Microsoft's applications and solutions ecosystem**, each packaged in a way that streamlines operations, lifts connectivity, turbo-charges efficiencies, and pushes business productivity forward.

Pre-scoped, pre-priced, and pre-proven, our Quick Start solutions are a savvy and cost-effective way to deliver maximum business impact with minimal operational risk – all backed by Brennan's unwavering service delivery.

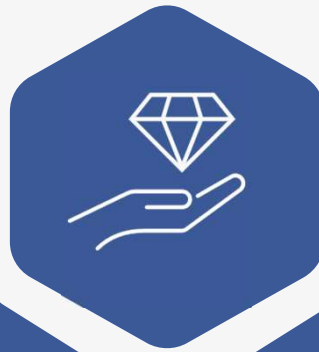


A VALUABLE TOOLKIT TO PROPEL YOUR BUSINESS FORWARD.



FAST TRACK

Packaged solutions to **accelerate your digital transformation** with confidence with solutions we deliver every day



GREAT OUTCOMES

Delivers great value for your business including the **platform, environments, deployments, the core solution, and customisation and configuration** to meet your unique requirements



FIXED PRICES

Solutions designed to **reduce risk and guarantee great outcomes** in a fixed price and fixed scope engagement



DYNAMICS 365 CUSTOMER SERVICE

Designed to support exceptional customer service delivery across every channel, our Dynamics 365 Customer Service Quick Start contains all the components your business needs – tools, services, and support – to fundamentally transform customer service.

Ideal for Customer Experience teams looking to: take a proactive approach in managing customers; streamline case management processes and interactions; log, track, and resolve customer issues sooner; offer seamless CX with 360-degree customer views; monitor SLAs for first response and case resolution; support self-service and community portals; simplify tasks and collaboration with native Microsoft integration.

Capabilities: Contact and account management, Single view of customer interactions, Case management, Task and activity management, SLAs and KPIs, Knowledge base, Searching and reporting, Documents and collaboration, Tailored business process flow.

Quick Start Package

- Installed Dynamics 365 Customer Insights
- Three environments (2 sandbox + 1 production)
- DevOps integration and deployments
 - Customer journey
 - Segments or marketing lists
 - Dataverse triggers
 - Segment based journeys
 - Trigger based journeys
- Email administration setup
 - Content blocks
 - Subscription centre
- Security roles and visibility
- Outlook and SharePoint integration
 - Data migration
- Train-the-trainer training



DYNAMICS 365 CUSTOMER SERVICE

Business Outcomes

Dynamics 365 Customer Service and our Quick Start solution delivers:

- Streamlined case management processes and interactions
- Ability to track and resolve customer issues quickly
- A seamless customer experience with a 360-degree view
- Monitoring SLAs for first response and case resolution
- Streamline tasks and collaboration with native Microsoft integration

Capabilities

Dynamics 365 Customer Service and our Quick Start solution enables:

- Contact and account management
- Single view of customer interactions
- Case management
- Task and activity management
- SLAs and KPIs
- Knowledge base
- Searching and reporting
- Documents and collaboration
- Tailored business process flow

Package

With our Dynamics 365 Customer Insights Quick Start solution, you get:

- Installed Dynamics 365 Customer Insights
- Three environments (2 sandbox + 1 production)
- DevOps integration and deployments
- Customer journey
- Segments or marketing lists
- Dataverse triggers
- Segment based journeys
- Trigger based journeys
- Email administration setup
- Content blocks
- Subscription centre
- Security roles and visibility
- Outlook and SharePoint integration
- Data migration
- Train-the-trainer training