

Intelligent Mobile for Dynamics 365

Seamlessly integrate advanced
communication and insights

www.intelligentmobile.com

www.cloud9insight.com



Microsoft Partner



01

A Best Class SMS Solution

Intelligent Mobile for Dynamics 365:

A Best in Class SMS Solution



Intelligent Mobile for Dynamics has been developed specifically to meet the needs of larger organisations and enterprises.

Brought to you by Cloud 9, Intelligent Mobile is a new Dynamics 365 SMS integration that offers a more intuitive, seamless and robust way to send, receive and track SMS messages at scale.

The integration combines with Intelligent Mobile's established SMS services and offers a complete solution.

The Challenge

The solution addresses an absence of a customisable, native SMS integration for Dynamics 365 that is designed to meet the complex requirements of enterprises that send large volumes of SMS.

Ideal Solution

An easy to set up SMS integration for Dynamics that is flexible, scalable, secure and offers the messaging and billing functionality that meets the requirements of large companies with multiple divisions, regions and a central HQ.

Desired Outcomes

Never before has it been easier to set up, send and track SMS conversations, alerts, reminders, notifications and bulk campaigns at scale. Adding value to Marketing, Sales, Customer Service and HR teams.



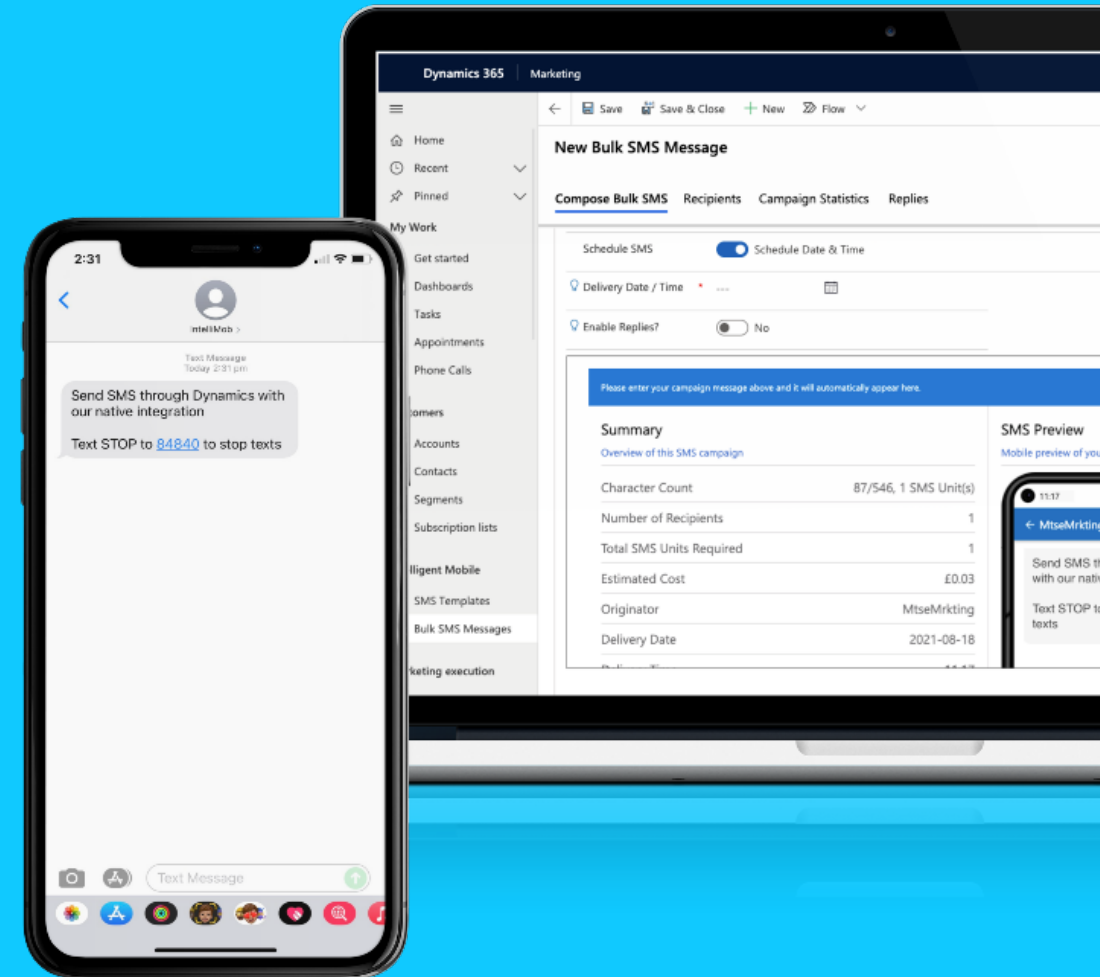
Dynamics SMS Integration – Intelligent Mobile

A best-in-class SMS solution for Dynamics.

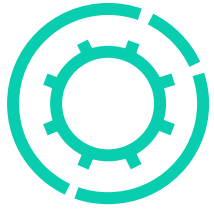
Dynamics SMS Integration - Intelligent Mobile™ has been developed specifically to meet the needs of larger organisations and enterprises.

Brought to you by Cloud9 Insight and Intelligent Mobile, this new Microsoft Dynamics 365 SMS integration offers a more intuitive, seamless and robust way to send, receive and track SMS messages at scale.

The integration builds on Intelligent Mobile's 16 years of experience providing bespoke SMS services and solutions for leading companies in the Property, Construction, Hospitality and Leisure sectors, presenting a complete solution.

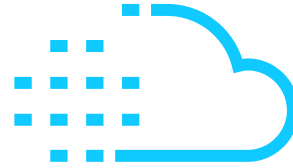


What We Offer



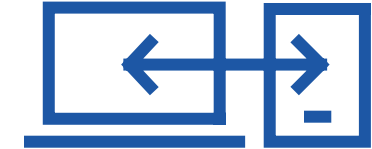
A Native Microsoft Dynamics 365 Experience

- ✓ Send bulk or individual SMS within the Microsoft Dynamics 365 CRM.
- ✓ Receive replies and manage communications with buyers using Microsoft Dynamics 365 infrastructure.
- ✓ A native Dynamics tool, not a widget.



Robust and Reliable Solution

- ✓ Built using the latest Microsoft technology (Power Apps).
- ✓ Designed to send high volumes* of messages at speed.
- ✓ Fully supported with a dedicated Account Manager and premium SLA.

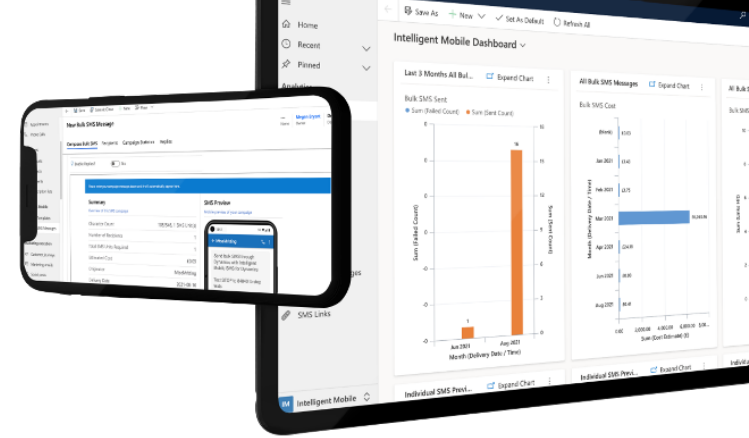


Customisable SMS Integration

- ✓ Tailored for the Property, Construction, Hospitality & Leisure sectors.
- ✓ Multiple users, regions and permission levels available.
- ✓ Advanced reporting that supports billing by Division/Region.
- ✓ Integrates seamlessly with Microsoft Dynamics 365.

Key Use Cases in Property

Send SMS messages directly from within Microsoft Dynamics 365, keeping this communication in the system, and delivering a holistic overview of all sales and marketing activities.



Marketing

- ✓ Send branded SMS messages and set up multiple names for different arms of your business.
- ✓ Tell buyers about new offers.
- ✓ Track text deliveries, open rates and interactions, such as clicks, in real time.
- ✓ Target the most interested individuals, based on engagement levels with your messages.



Sales

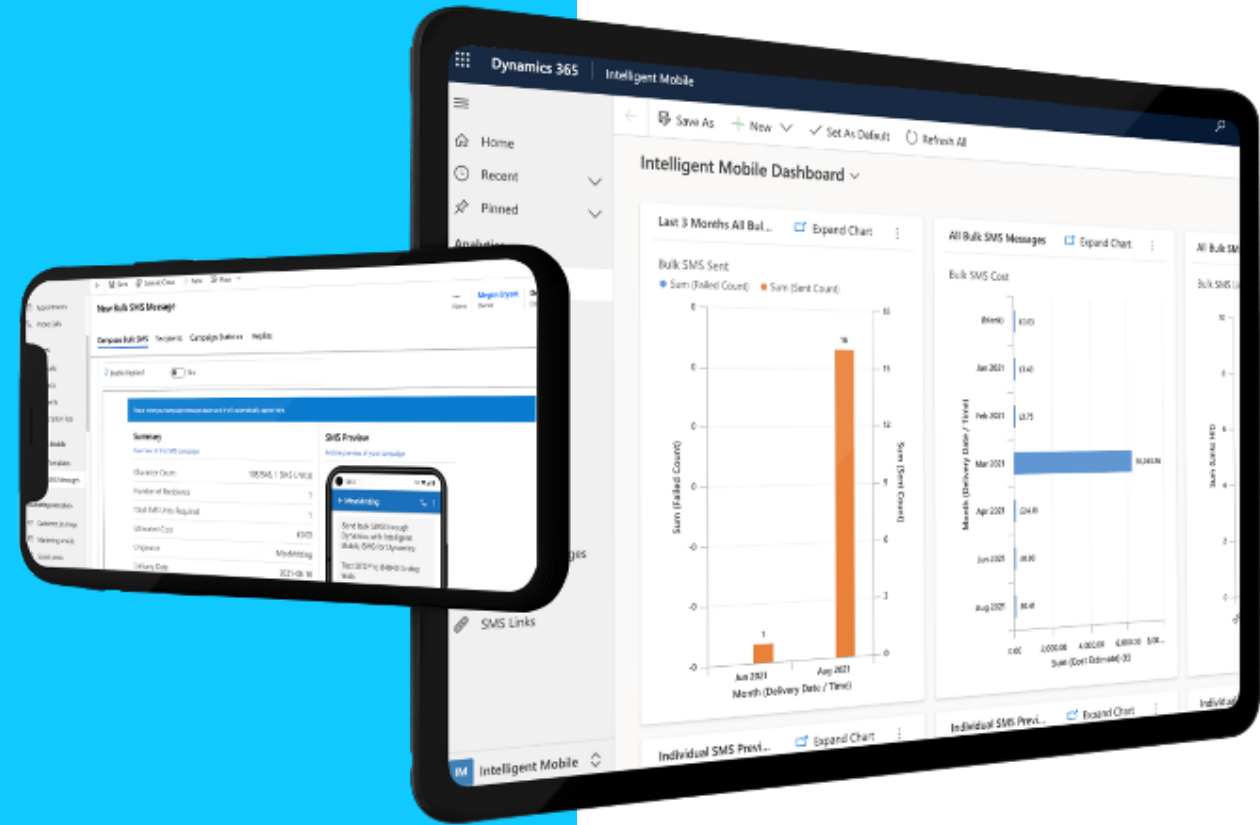
- ✓ Allow buyers to arrange viewings by clicking from text messages to online booking forms.
- ✓ Automatically remind buyers of upcoming appointments and allow them to confirm or rearrange.
- ✓ Alert buyers to new offers on products and services they are interested in.



Customer Service

- ✓ Check in with clients throughout the sales process.
- ✓ Follow up with buyers after completion.
- ✓ Arrange to make any fixes necessary on issues arising post sale.

By using native Microsoft Dynamics 365 functionality, Dynamics SMS Integration - Intelligent Mobile™ empowers organisation to keep all sales and marketing data in one platform, use standard workflow automations and extend Dynamics capabilities to the Power Platform. This innovative application unlocks the full benefits of a holistic CRM solution and reaping next-generation client communication capabilities.



02

Features





Add SMS to Your Customer Journeys

Use the Intelligent Mobile for Microsoft Dynamics 365 integration to send SMS messages to the right customer at the right time, increasing your open and click-through rates.



Grow With A Scalable Solution

Our customisable solution can scale and grow as your business does, while being adapted to suit business needs (such as regional billing or different permission levels).



Make Informed Decisions

Check in with clients throughout the design and building process. Follow up with buyers after completion. Arrange to make any fixes necessary on issues arising in new-builds post-purchase.

98%

*of texts in the UK are read (compared with just 20% of emails)**

* Source: Gartner

90%

*of texts are opened within three minutes**

* Source: Gartner

Why Us?



Complete solution

Dynamics SMS Integration - Intelligent Mobile™ is a 'one stop' solution that fits seamlessly into Microsoft Dynamics 365. It is easy to use and is connected to the networks and backed by an industry leading SLA.

Easy set up

The solution can be installed in less than a day.

Comprehensive support

Your set up includes UK-based Account Manager and support. Full documentation and training will be provided with an SLA tailored for your organisational requirements.

Competitive pricing & price match

Enterprise Level Support costs from £499 per month with a one-off activation fee of £1,250.

Pay-as-you-go SMS starts from £0.032 per unit with discounts for high volumes & price match. Dedicated UK Short Codes from £999 per month.

Security

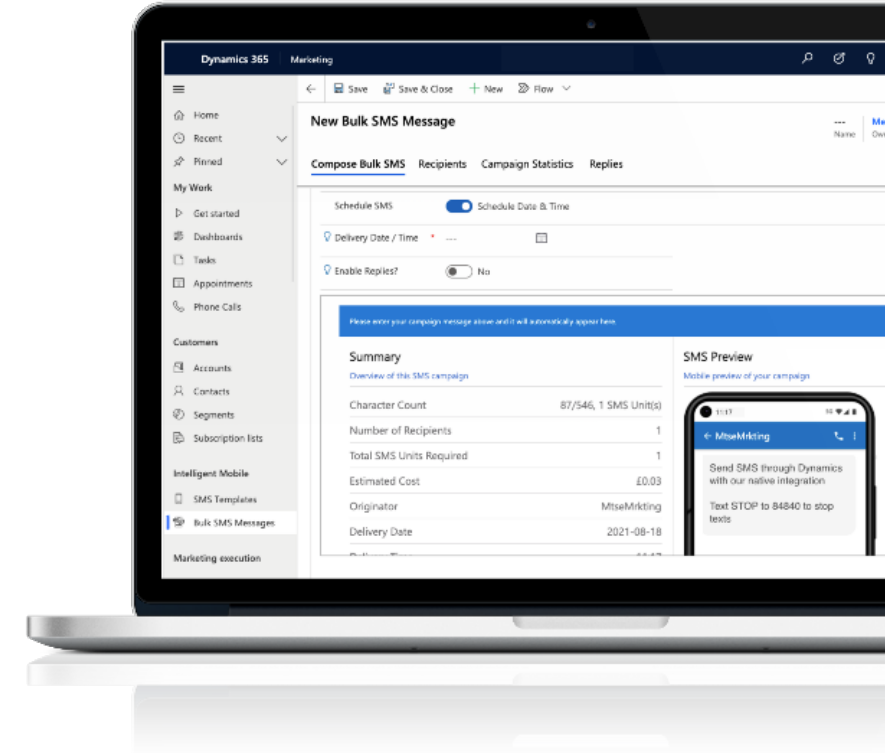
Offering advanced preference settings and managed "opt outs" for security and UK/EU GDPR compliance.

Fully native

Unlike many SMS services, Dynamics SMS Integration - Intelligent Mobile™ is built for exclusively for Microsoft Dynamics 365, giving you a fully native architecture that is more intuitive, seamless and robust than widget or plug in options.

Omnichannel

The solution branches out to Microsoft Dynamics 365 for Marketing, meaning you can include SMS in multi-channel marketing automation campaigns in Microsoft Dynamics 365 and include SMS in your customer journey templates and your customised reporting.



App
Integration



Break-fix support for
the SMS integration



New features when they
become available



Management of updates
and version roll-outs
(up to two per year)



Expert assistance with
DSARs and UK/EU GDPR
compliance



Integration with Microsoft
Dynamics 365 for
Marketing to enable full
omnichannel marketing

Core Feature List



Microsoft Dynamics 365:

- ✓ **Cutting-Edge UI** with powerful and easy to use Message Preview and Cost features that will make your SMS campaigns more effective
- ✓ **Native Integration** within Microsoft Dynamics 365
- ✓ Bulk & Individual SMS (across Sales, Customer Service & Marketing)
- ✓ **Two-Way SMS**
- ✓ **Personalised SMS**
- ✓ **Ability to Manage Multiple Originators** – so you can send SMS from different brand names using the same Short Code
- ✓ **Advanced Reporting & Insights** – offering regional and divisional billing
- ✓ **Advanced GDPR Opt-Out Management Controls**– enabling important service messages to be delivered, even if customer has opted out of Sales & Marketing messages

Other Services:

- ✓ Training and Consultancy
- ✓ Dedicated Account Manager
- ✓ UK Support Team for Microsoft Dynamics 365, SMS & GDPR compliance
- ✓ Tailored Microsoft Dynamics 365 and SMS Development
- ✓ Bespoke Service Level Agreements (SLAs) with 24/7 Support option

Marketing Feature List



Microsoft Dynamics 365 for Marketing:

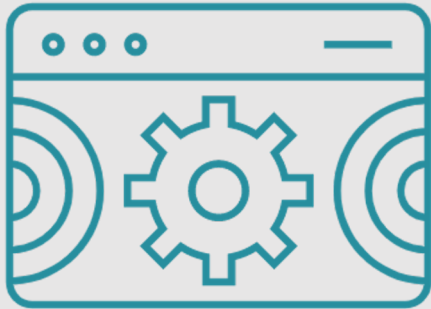
- ✓ **Send Bulk SMS to Marketing Segments** with Microsoft Dynamics 365 for Marketing
- ✓ **Custom Tile** to add SMS to Marketing Journeys
- ✓ **Advanced SMS Engagement Statistics within Marketing** to provide insight into the highest performing campaigns
- ✓ **Trackable & Branded Short Links**
- ✓ **Templates, Unlimited Users and Records**
- ✓ **Optimum Customer Experience** - option for inbound SMS messages and opt-outs to be free for customers

01

For Microsoft Dynamics 365

Intelligent Mobile for Dynamics 365:

Our API



One simple API endpoint for sending single or bulk SMS messages

Established API Used By FTSE 100 Companies to Send High Volumes for Over a Decade

- ✓ A platform that is both easy to use and easy to integrate with;
- ✓ A “fire and forget” approach allowing you to schedule messages for the future and be sure they’ll send at the correct date/time;
- ✓ Integrate with your own systems, or contact us directly for bespoke integrations;
- ✓ One simple API endpoint for sending single or bulk SMS messages;
- ✓ Managed blacklists and opt-outs – we use webhooks to automatically keep your opt-out list in sync;
- ✓ Detailed and advanced reporting APIs help you get the most out of every SMS campaign.

Benefits

- ✓ Restful API;
- ✓ Simple API documentation;
- ✓ Developer support available;
- ✓ Built on Azure, hosted entirely in the United Kingdom – available in EU, US on request;
- ✓ Reporting and Analytics available either from the API, or through our reporting dashboard.



01

Customer Success



Transforming With Dynamics 365

CEO of Gatwick Diamond, Jeff Alexander, shares the organisation's Dynamics 365 journey with Cloud9.

As a membership organisation Gatwick Diamond provides a platform for members to get to know each other and to facilitate B2B opportunities with a main focus on the West Sussex and East Surrey areas.

Gatwick Diamond started a journey of business transformation as the organisation had previously experienced difficulties with its CRM system as was, therefore, keen to embrace CRM automation, insights and remote working with Dynamics 365.

As such, the Gatwick Diamond chose Cloud9 Insight for support and guidance as the Microsoft partner focuses on technology longevity, guided change processes and ongoing transformation following technology implementation.

Following the implementation of Microsoft Dynamics, it has become the organisation's 'main business tool', and, in conjunction with streamlined support, empowered Gatwick to reap the following benefits:

- Increased efficiency for front-line staff owing to freed-up time through automation.
- Gatwick is able to contact the right members with the right message for more tailored communications, instead of sending out blanket emails.
- Automations and integrations have allowed a bespoke system to emerge without all the fuss, complexity or cost.

Gatwick CEO, Jeff Alexander noted that "Cloud9 have been a partner who is supportive, proactive and fun to work with, which makes a difference in all working environments."



Filmed during the corona virus outbreak, Microsoft Dynamics has been absolutely critical to keep the Gatwick Diamond functioning remotely.



Start Sending SMS From Dynamics With Intelligent Mobile for Dynamics 365.

Get a free trial: [\[yourhyperlinkedtrialURL.com\]](#)

Call for more information: 0870 760 7030

Ask a question via email:
info@intelligentmobile.com

Learn more: www.intelligentmobile.com

[Link to your Microsoft Commercial Marketplace offer](#)



Key Contact

Peter Orr

CEO

Peter.orr@intelligentmobile.com

07977 101089

Microsoft Partner

