

Give your customers a personalized experience

## WHAT

Do you want to offer your customers a smooth, personalized experience when they contact customer service, while ensuring that their questions always reach the right person with the right information? Do you also **strive for an optimal customer experience** that you can continue to improve thanks to collected data?

During this concept study with a focus on Microsoft **Dynamics 365 Service**, ConXioN has a thorough conversation with your project team, which usually consists of managers, salespeople and key employees. We start off with an **inspiration session** where we show the key features and possibilities of Dynamics 365 Service.

After that, our consultants determine the **current situation (AS IS)** for each type of employee. We investigate the existing customer process, the way of working, the currently used software tools, and so on.

The desired **future situation (TO BE)** is also extensively analyzed. Which functionalities suit the organization and end users? Is integration with a CRM or ERP desirable? In this workshop we tailor all this according to the possible settings. These are just some of the questions we are looking to answer together. Of course, during the analysis, we also pay attention to security (role-based and user-based).

For this analysis of the AS IS and TO BE situations, we map out both the **strategic vision** as well as the **functional needs** to get a clear view of the organization and the process. In addition, we also carry out a **technical analysis**: which solution matches the overall picture and your expectations best?



## Key points



Analysis AS IS/TO BE situation



First need check, then solution



Functional, technical and organisational



For every type of user

## WHY

Usually, the best technical solution or a ready-made solution is not enough. As an employee and as an organization, you also need a **solution that fits like a glove**. That is why, from the onset, we focus on the end user and on **change management**: a solution the end user does not use is just a waste of your time and money.

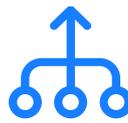


Hence **the importance** of this concept study. The thorough preliminary investigation prevents bad investments, and the end result makes it possible to make the right decision.

## 5 benefits



Tailor-made solution



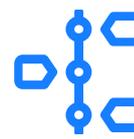
Focus on the end user



Control over budget



Detailed assessment

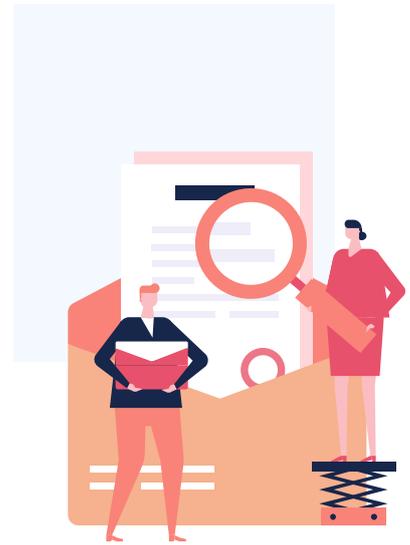


Clear roadmap

## HOW

During the concept study, we will investigate how to close the gap between the AS IS and the TO BE situations. We propose a fitting functional and technical solution, including a **detailed quote** and **roadmap**.

We take the end users and their possible resistance to the proposed changes into account. That is why this concept study also includes an **adoption workshop** in which we discuss how the communication, documentation, training and support of the end users is best done in your organization.



## Deliverables



**Analysis AS IS/ TO BE situation**



**Quote with description concrete solution with budget and timing based on the information collected and the results of the concept study**



**Demo of the chosen technical solution(s)**



**Adoption workshop**

## Contact us

for more information.



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