

Compass

A maturity-led assessment for Dynamics 365 CRM platforms.



The Challenge

Between go-live and business-as-usual, the original vision drifts. Processes change, ownership blurs and platforms race ahead. Most organisations don't realise what they could now do with what they already own.



- Critical processes still running in spreadsheets and email
- Copilot and AI Agents licensed but never switched on
- Falling user adoption and quiet CRM avoidance
- Integrations only the original developer understands
- Paying for licences and capability that go unused

Our Solution

delaware **Compass** reviews your CRM across key areas and turns what we find into a clear, business-led forward path.

You receive a **Maturity Score**, **heatmap** and a **tiered roadmap** prioritised by business value and effort.

Our approach



Discover

A half-day discovery workshop with sponsors, process owners, IT and end users.



Score

Evidence-based scoring across specific areas, calibrated with delaware peers.



Roadmap

A prioritised roadmap and sponsor readout with agreed next steps.

A clear **Maturity Score** across key areas

A visual **heatmap** of current vs target state

A tiered **roadmap** from quick wins to transformational

Exclusive Offer for new and existing Microsoft Dynamics 365 Customers

No cost, no SoW, no obligation to proceed. The output is yours to keep, whatever you decide next.

Rediscover what your CRM can do

Book a half-day Compass assessment for a clear, jargon-free view of where your CRM stands today.

[Book your assessment](#)

