



# Microsoft Dynamics 365 - Customer Experience Environment Assessment

Empowering Your Dynamics 365 Journey: From Vision to Lifelong Support with NTT DATA's Customer Engagement Assessment.

The Customer Engagement Environment Assessment service provided by NTT DATA helps organizations understand their Dynamics Customer Engagement Environment and is recommended as a first step for modernization initiatives.

## Customer Engagement Environment Assessment

Our accelerator and service are designed to uncover the makeup of an organization's Microsoft Dynamics Customer Engagement Environment. This service provides fast, accurate information regarding your Customer Engagement setup, configuration, and customizations across Sales, Customer Service, Field Service, and Power Platform components.

### Key Benefits

**Comprehensive Assessment:** Gain insights into your Dynamics Customer Engagement Environment.

**Modernization Ready:** Recommended as the first step for any modernization initiative or managed service transition.

**Flexible Delivery:** Available for both D365 CE on-premise and D365 CE SaaS customers.

**Module Coverage:** Includes Sales, Customer Service, and Field Service. Note that standalone Marketing is currently excluded.

**Power Platform Integration:** Can also be applied to Power Apps and Power Automate.

## NTT Data - Microsoft Business Applications Global View

NTT DATA's Business Applications capabilities are truly global. With over 500 consultants working out of six major delivery locations and having served a wide variety of industries, we are certainly a Microsoft Partner to take note of. Here in South Africa, we have our largest delivery capability for Microsoft Business Applications, with a team of over 100 consultants offering expertise across Microsoft Business Applications technologies.