

 DXC.technology

DXC Events, Membership and Committee Solution

Introduction and Overview

“new DXC”

DXC Events, Membership and Committee Solution

Events Management:

Provides functionality to quickly and easily create and manage events within Dynamics 365

Membership Management:

Create and manage different Membership types that you offer to your customers using Products within Dynamics 365

Committee Management:

Allows document and knowledge sharing within a group of pre-defined Committee Members. SharePoint is used to manage committee documents

Customer Portal:

The Portal is the interface your Customers can use for Event, Membership and Committee Registration



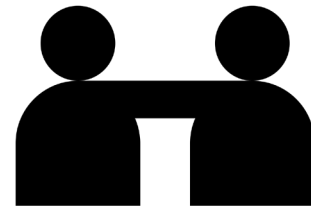
Key Benefits



Enhanced Customer Experience

Provides the customer with a full self-service experience when using the Portal. The benefits to them include:

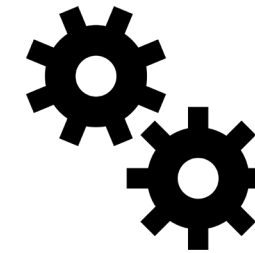
- Portal User Account Creation
- Ability to view Upcoming Events
- Event Registration
- Amend Event Bookings to change Participants Names or Sessions
- Payment Processing
- New Membership Registration
- Membership Renewals
- Ability to update Contact Details
- Define Communication Preferences
- Log Support Issues which creates Case records in D365



Increased Level of Customer Engagement

The solution is fully integrated with Dynamics 365. The benefits include:

- Ability to send Event email invitations and track responses
- Can measure the success of an Event by analysing the related Statistics and costs
- Ability to follow-up with customers who registered for an Event but did not attend
- Ability to send surveys to registered participants








Improved Productivity

All transactions which are processed via the Portal are automatically saved into Dynamics 365. The main benefits of this to your company include:

- Eliminates manual data entry which improves data accuracy
- Can always view ‘Realtime’ data within D365
- Create new Events, Memberships or Committee records quickly and easily which can be instantly displayed on the Customer Portal
- Saves valuable employee time and reduces workloads

DXC’s Microsoft Business Applications at-a-glance

<p>#1 Largest independent Dynamics SI</p> 	<p>1 Team 1 single global team for project implementations</p> 	<p>4,000+ active Dynamics clients</p> 
<p>20 years of Dynamics implementation experience</p> 	<p>~1,800 Dynamics resources worldwide</p> 	<p>2020 Microsoft Partner award for Power Apps & Power Automate</p> 
<p>24x7x365 unlimited support calls follow the sun</p> 	<p>20 consecutive years Microsoft Inner Circle Member</p> 	<p>300+ Microsoft certifications</p> 

Recent Microsoft awards

- 2020/2021 Inner Circle for Microsoft Dynamics (20 consecutive years)
- 2020 Business Applications PowerApps and Power Automate US Partner of the Year
- 2020 Partner of the Year Proactive Customer Service (finalist)
- 2020 Partner of the Year - Retail (finalist)
- 2019 Dynamics 365 for Customer Service Partner of the Year (finalist)
- 2019 Dynamics 365 for Talent Partner of the Year (finalist)
- 2018 Consulting & SI Office 365 Usage Partner of the Year
- 2018 Dynamics Customer Service Partner of the Year
- 2018 Health Partner of the Year (finalist)
- 2018 Dynamics 365 for Field Service Partner of the Year (finalist)
- 2018 Dynamics 365 for Talent Partner of the Year (finalist)
- 2017 Dynamics Service Partner of the Year - Global
- 2017 Dynamics Industry Partner of the Year - Global
- 2017 Dynamics Service Partner of the Year, Canada
- 2017 Data Platform & Analytics Partner of the Year Award, New Zealand
- 2017 Dynamics Service Partner of the Year, United Kingdom



Solution details

Event Management

Event Management – Main Features

- Registration Fee Levels including Member, Supporter and Partner pricing
- Event Questions. These can be defined at Participant or Registration level
- Event Sessions
- Ability to ‘Register Interest’ in attending an Event
- Barcoded Tickets and Apps for Ticket Scanning
- Event Document Library
- Event Registration Rules
- Expense recording including links to D365 Campaigns

Event Booking
Microsoft Future Decoded 2019 Edition

1 Event Details 2 Booking Contact 3 Booking Fee 4 Event Sessions 5 Payment 6 Confirmation

Event Details

Microsoft Future Decoded 2019 Edition
Join the companies and experts leading the way at ExCeL London, for an extraordinary two-day event that promises to deliver top-level keynotes and more..

Event Category: Microsoft

Event Location

Event Date and Time

Event Contact Information

Contributors

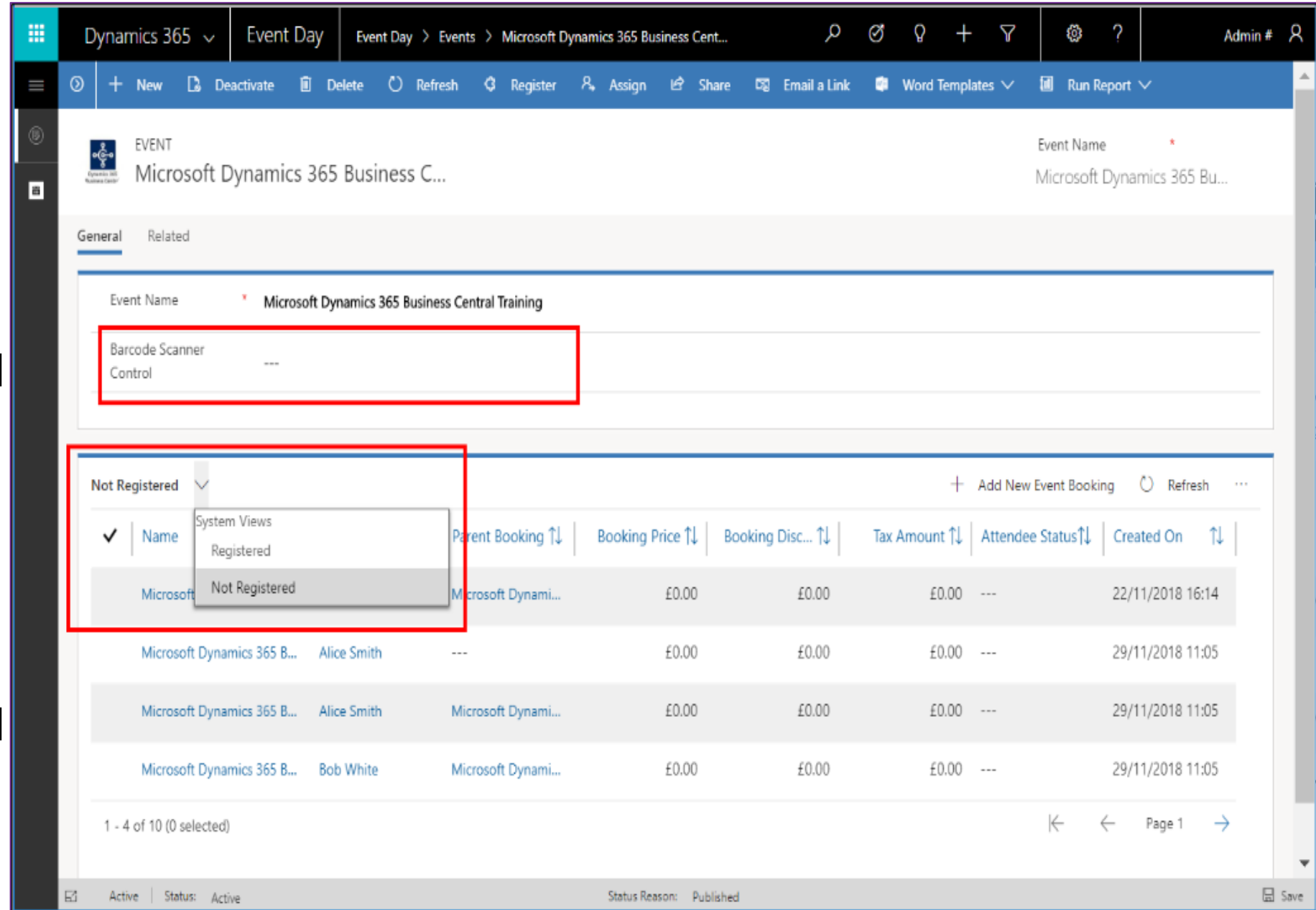
OSW Limited - Gary Smith
Speaker
Plumstead Membership - David Lyndhurst
Sponsor

Booking Fees

Name	Fee (excl. Tax)
Program Registration Fee	£200.00
General Admission Fee	£500.00
Active Member Fee	£400.00
Partner Fee	£250.00
Sponsors	Free

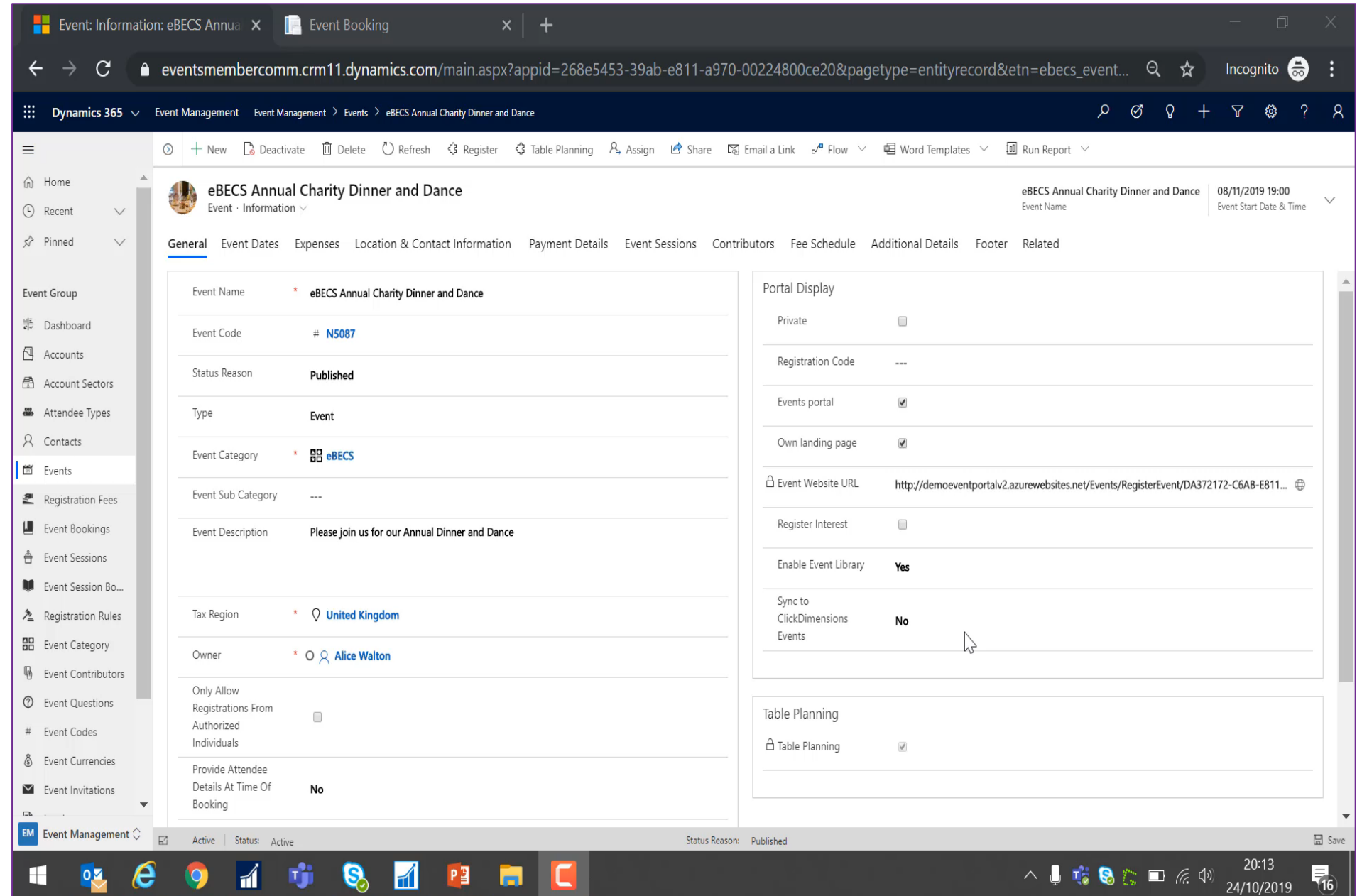
Barcode Ticketing Apps – Supported Features

- Two Apps available, ‘Event Day’ and ‘DXC Event – Scan Attendance’ Power App
- Designed to be used on the day of the Event to record attendee details
- Apps can be run on mobile client and the camera used to scan bar-coded tickets to automatically update attendee details directly into Dynamics 365
- Attendee details can also be updated manually within the ‘Event Day’ App



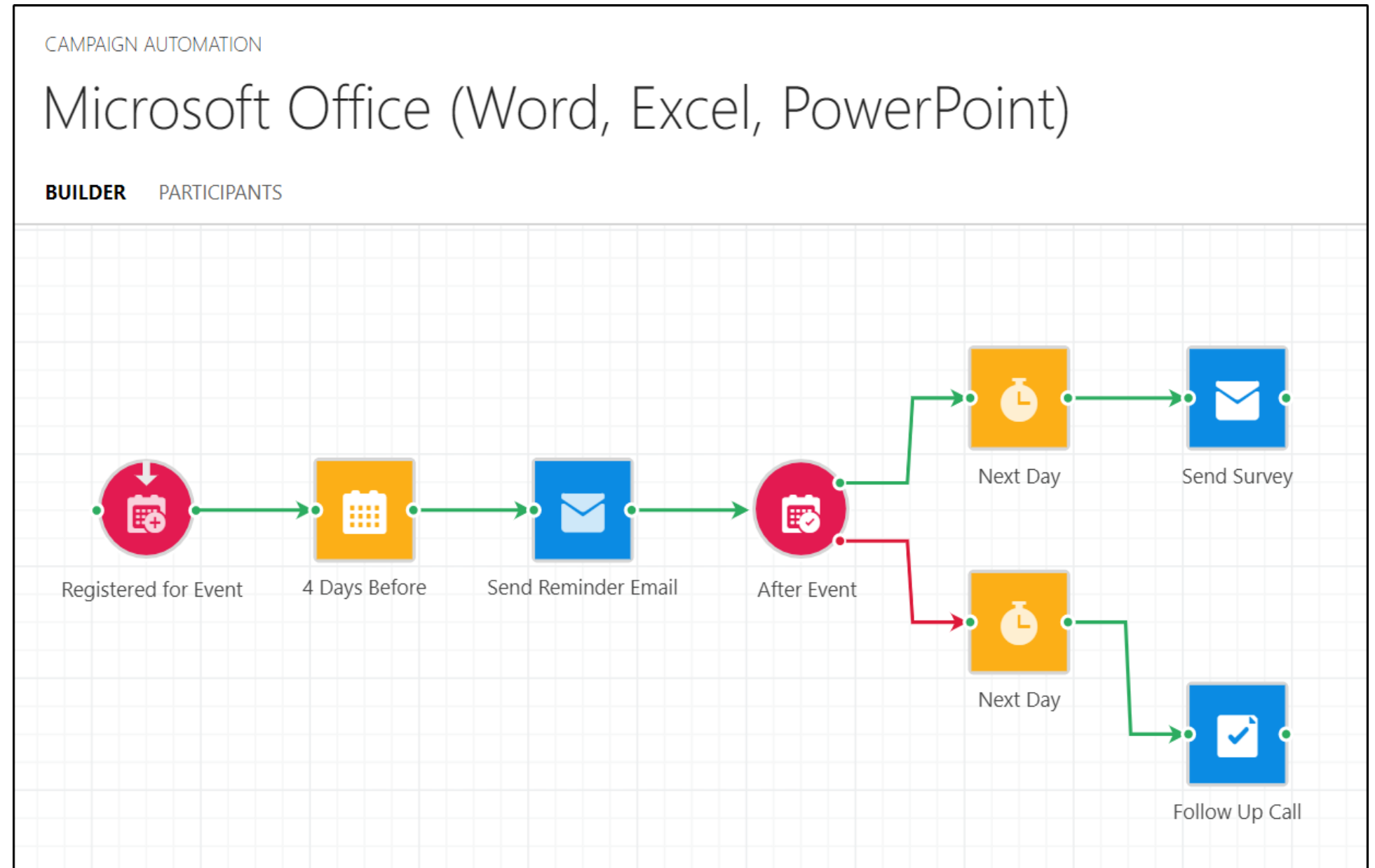
Event Table Planning – Main Features

- Used to Plan Table and Room Layouts for Events
- Interactive Room Designer
- Can add various different Table shapes and number of Seats
- Colour Coding for Tables and Seats to easily display availability
- Allows ‘Room Features’ to be added such as Stage, Bar and Fire Exits
- Can setup Registration Fees for whole Tables or Individual Seats
- Assign attendees to a Table and Seat from the Portal and within Dynamics 365



Marketing Automation for Events

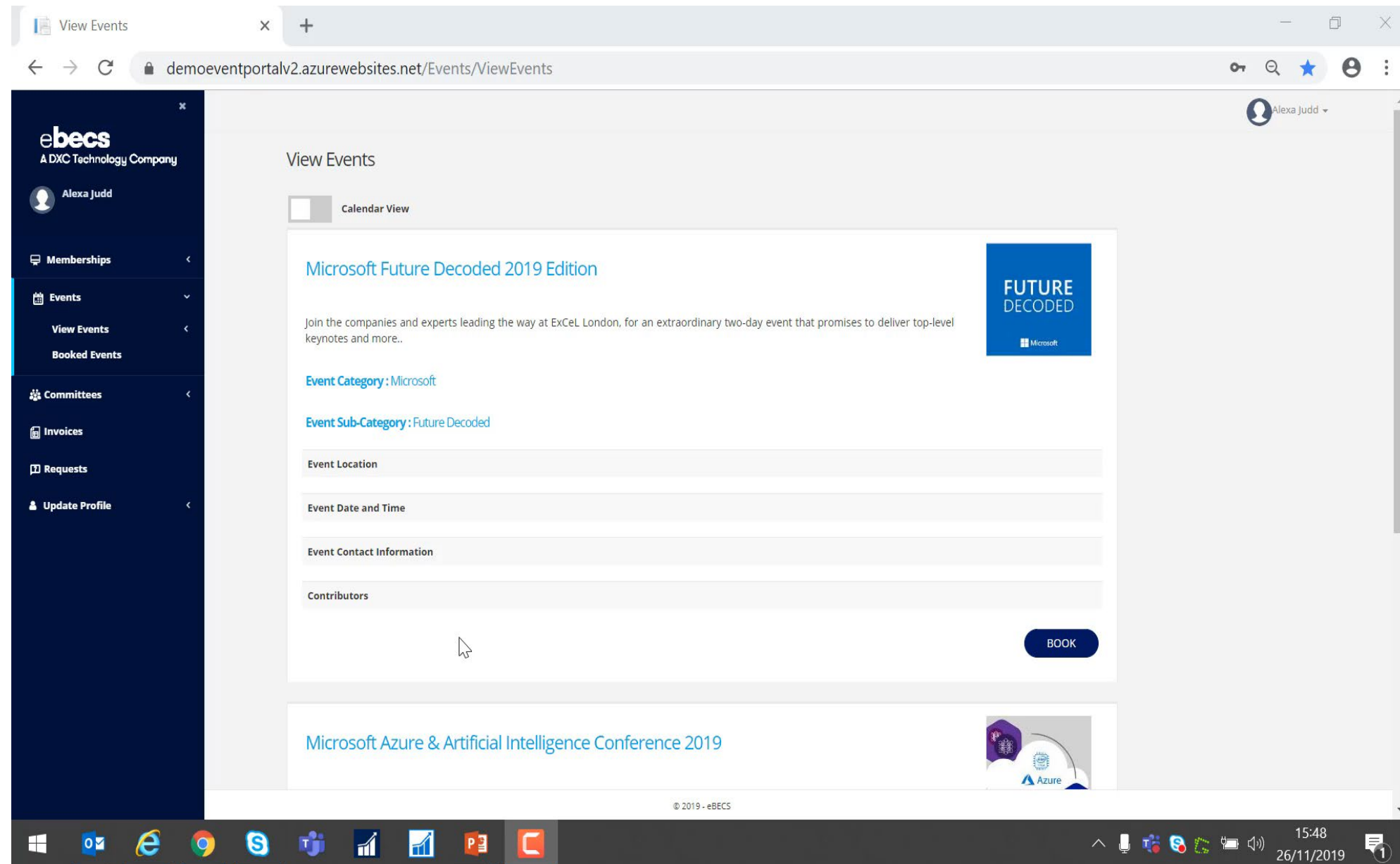
- ISV Solutions can be used within D365 for Marketing purposes
- Events are synched into the Marketing Automation Software
- Automation Steps can then be created using Interactive Designers
- Actions will be completed automatically at pre-defined Trigger Points
- Document Templates need to be created for all types communications you want to send



Membership Management

Membership Management – Main Features

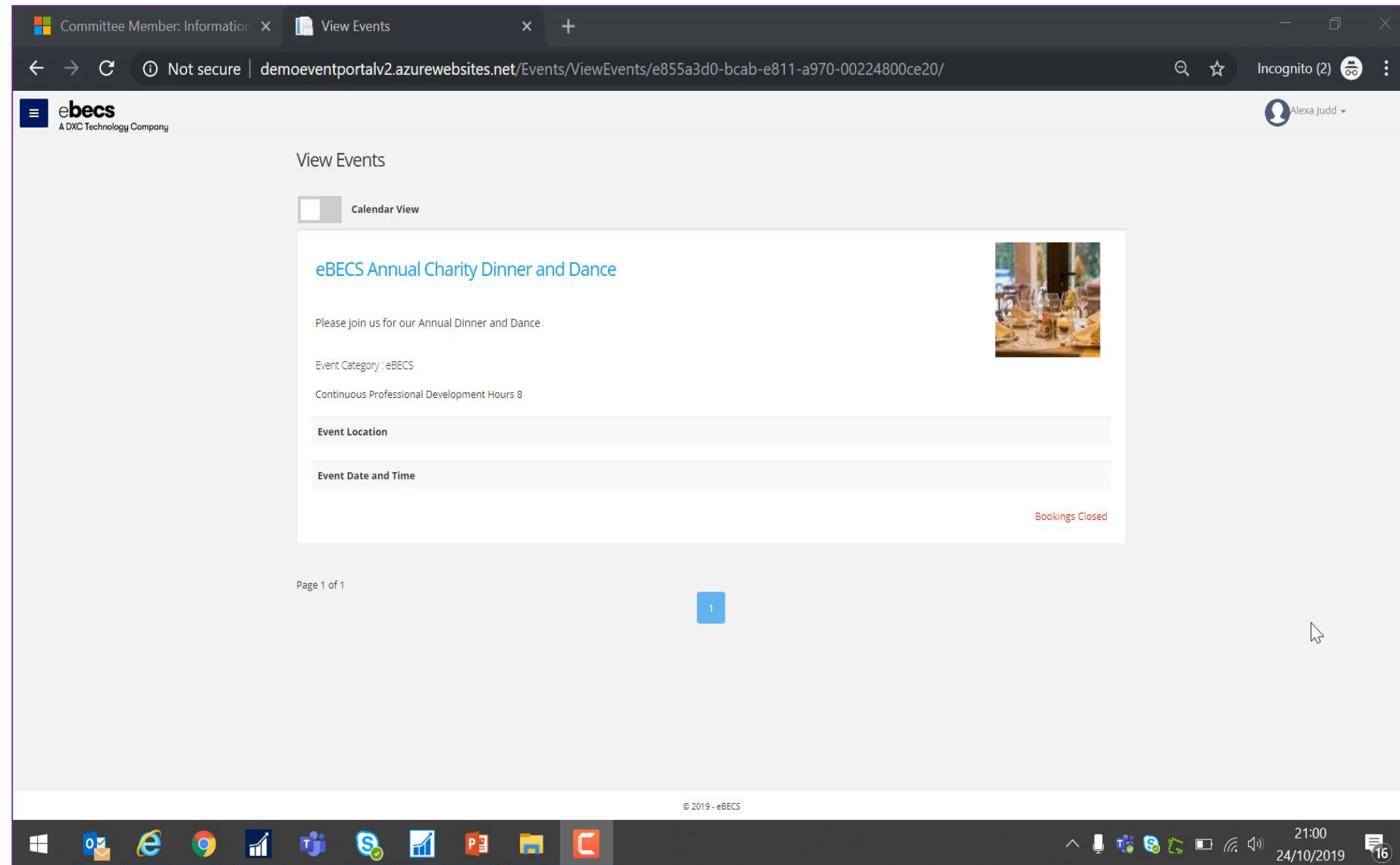
- Manage the Different Membership Types as Dynamic 365 ‘Products’
- Supports New Membership Registrations and Renewals (Both Manual and Automatic)
- Supports Company and Individual Membership types
- Can setup 'Product Bundles' which include multiple Membership Products
- Define 'Product Relationships' for Up-Selling purposes
- Supports 'Subscription Rules' for Periodic Payments and Membership Registration Rules



Committee Management

Committee Management – Main Features

- SharePoint is used to manage Committee Documentation
- Committee Documentation is available to access both from within Dynamics 365 and the Portal
- Committee Groups can be arranged in a hierarchal structure depending on requirements
- Users can send a ‘Committee Join Request’ from the Portal which must be approved within Dynamics 365
- Contacts can be assigned ‘Committee Roles’ to control the access to Committees



Customer Portal

Customer Portal – Main Features

- Register for a Portal Account
- Register for Events
- View details for Booked Events
- Register for Membership
- Renew Membership
- Send Committee Join Requests
- View Joined Committee Documents/Members (Based on permissions granted)
- Update Contact Details
- View Invoices generated against Account/Contact (Based on permissions granted)
- Log Support Requests

