

Assessment

DYNAMICS 365 CUSTOMER ENGAGEMENT: 20-DAY ASSESSMENT - 7 000 \$

High-level diagnostics of business processes for implementing Microsoft Dynamics 365 Customer Engagement in a customer's organization.

Diagnostics of customer processes, which are supposed to be covered by the functionality of a package of programs based on Microsoft Dynamics 365 Customer Engagement in the areas of customer relationship (CRM) in marketing, sales and service.

E-Consulting offers an assessment of applicability and compilation of a list of Customer processes for implementation in the system, a list of functional extensions and a list of data for migration to ensure the effective deployment of your CRM solution in the global cloud, local cloud or local network.

As a result, you get the conceptual architecture of the solution, find out what your processes and tasks are covered by the basic boxed set of Microsoft Dynamics 365 Customer Engagement modules and what additional functional extensions and additional developments are needed as well as the project work plan and the list of necessary resources for its implementation.

Agenda

15 man-days of interviews and documentation study with your key experts onsite. We assume availability of the document that describes your business processes and availability of the following experts:

- Person who can describe processes and the "to be" tasks, that is supposed to be covered by the functionality of a package of programs based on Microsoft Dynamics 365 Customer Engagement in the areas of customer relationship (CRM) in marketing, sales and service in a company. For efficiency of the workshop managers of the relevant business areas of the customer are needed in the meeting.
- IT manager who owns the topology of providing access and roles to enterprise users for existing IT systems and applications.
- 3 man-days for preparation of report on the diagnostics of business processes. The report will be provided in English.
- 2 day to discuss and approve the results. Microsoft Azure cloud server capacity. Fast scaling from 2 receptionists to 24,000 operators.

Deliverables

- Customer processes table for implementation in the system
- List of functional extensions
- List of data for migration
- List and amount of required resources
- Project work plan
- Slide presentation of diagnostics results and project concepts
- Draft System Implementation Agreement
- Draft Agreement for the support and development of the system

A document "conceptual content of the project", including the content of the project, budget and time schedule, key risks, a high-level scheme of the IT architecture of the solution will be prepared. Based on the document, you can form an understanding of the further scope of the project and budget.

Timeline

The whole project takes 20 working days in a row.