

Assessment

**DYNAMICS 365 CUSTOMER ENGAGEMENT
FIT GAP: 5-DAY ASSESSMENT – 2 000 \$**

High-level analysis of the applicability of the Microsoft Dynamics 365 Customer Engagement organization architecture.

An analysis of needs and possibility of application of the Microsoft Dynamics 365 Customer Engagement system for an entity as part of the effective base deployment of a boxed set of modules.

E-Consulting offers an assessment of applicability to ensure the effective deployment of your CRM solution in the global cloud, local cloud or local network.

As a result, you will learn how your basic boxed set of Microsoft Dynamics 365 Customer Engagement modules covers the processes and tasks aimed to be applied in your Russian entity. What are the functional gaps, and how those gaps should be covered – either by setup of standard optional modules, provided by Microsoft, or some additional developments need to be performed. As well as the description of workaround for the process if the gap is not covered at all.

Agenda

3 man-days of interviews and documentation study with your key experts onsite. We assume availability of the document that describes your core solution and availability of the following experts:

- **Person who can describe processes and the “to be” tasks, that is supposed to be performed by applying the basic boxed set of Microsoft Dynamics 365 Customer Engagement modules in the 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.**
- **1 man-day for preparation of Fit-gap analysis report. The report will be provided in English.**
- **1 day to discuss and approve the results.**

Deliverable

The report will list the Fits and the Gaps of the processes and tasks with the capabilities of Microsoft Dynamics 365 Customer Engagement, which partly will be covered by applying the basic boxed set of modules with project priorities and time, as well as a list of functional gaps and recommendations to cover the gaps. Based on the report you can form an understanding of the further project scope and budget.

Timeline

The whole project takes 5 working days in a row.