We create innovative Digital Customer Engagement

Enterprisecloud

Formed in 2011, Enterprisecloud have operated in the Microsoft Dynamics CRM market for 11 years. Our Senior Leadership, Graham Davis and Shaun Dale, have been involved with the Microsoft Dynamics CRM technology since its inception by Microsoft in the early 2000's. They were the first in South Africa to deliver cloud-based business applications as a monthly service, delivering a new level of flexibility, scalability, and affordability to organisations than ever before.

At Enterprisecloud, we have performed over 250 implementations of Dynamics Business Applications for clients across multiple industries and geographies. We have specialist functional expertise across the following areas: Functional Requirements Analysis, User Experience Design, Solution Architecture, Implementation, Custom Development, Project Management and Change Management, all within our chosen niche domain of Customer Relationship Management. This is why we enjoy the difficult, complex projects as we've built the structure and teams with technical excellence to dive into any organisational challenge using our crafted True North Methodology.

While we have also led the design and implementation of several multi-million Rand ERP implementations over the last 3 years, we have chosen to focus our skill and attention on the CRM and Customer Experience domains, as this is where our true passion lies. We intentionally service a select group of clients where we share a joint vision for business success and measurable Return on Investment.

We are here to help you answer this question – **How can you leverage digital innovation to better engage your customers, and do so faster and more effectively than your competitors?**

Some projects have seen a

500%
Return on Investment

in the first 3 months after implementation.
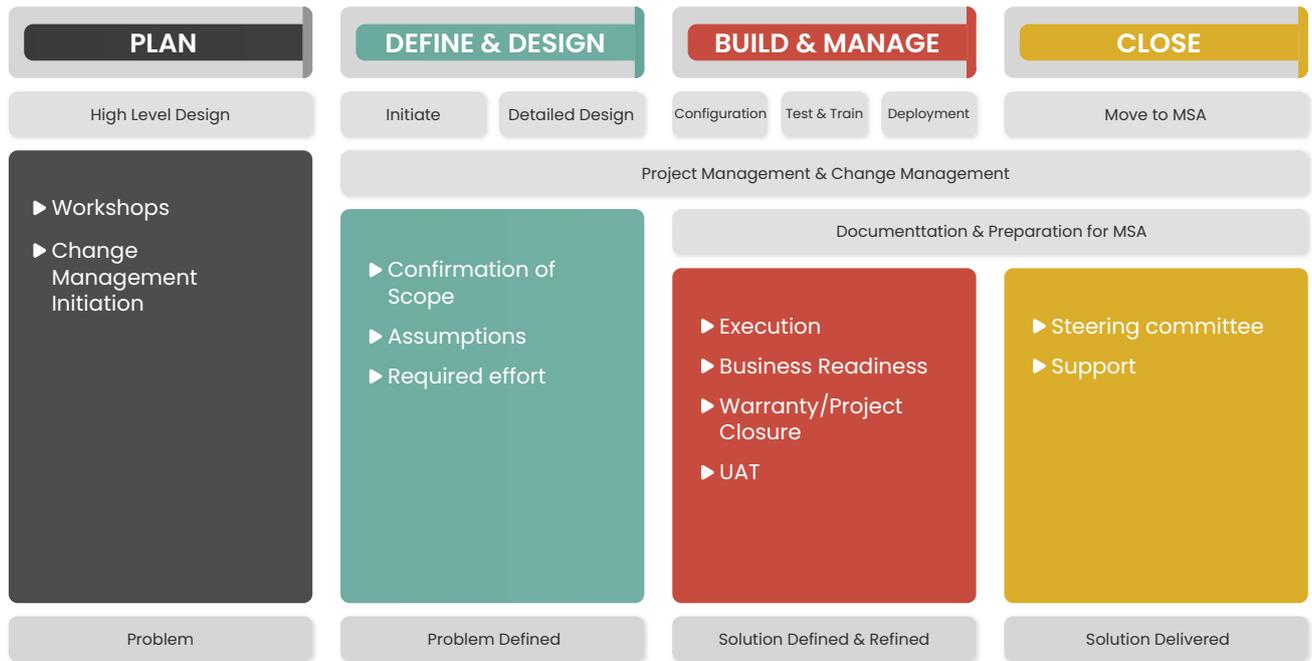
See Customer Success

Build a strong digital foundation

The Power Platform serves as a robust technological foundation on which to construct any project. Rather than struggling with disparate technologies scattered throughout the organisation, bring all your data together and contribute to a unified platform, brick by brick, project by project, all within the Microsoft landscape to ensure you get more out of your investment. Seamlessly integrate data from existing legacy systems, various departments, and innovative cloud technology to propel digital transformation across the entire organisation.

Sales

Customer Insights

Marketing

Intelligent Order Management

Customer Service

Customer Voice

Supply Chain Management

Field Service

Microsoft Dynamics 365

Commerce

Project Operations

Remote Assist

Product Visualize

Guides

Power Apps

Microsoft Dynamics 365

Power Virtual Agents

Microsoft Dataverse

Power Automate

Power BI

Microsoft Teams

Existing Data Sources

Enterprisecloud

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Our True North Methodology

Our methodology is what takes every project over the line. It allows for a flexible approach and rapid delivery, while ensuring good project governance and control.

PLAN	DEFINE & DESIGN	BUILD & MANAGE	CLOSE
High Level Design	Initiate / Detailed Design	Configuration / Test & Train / Deployment	Move to MSA

	Project Management & Change Management		

		Documenttation & Preparation for MSA	

▸ Workshops ▸ Change Management Initiation	▸ Confirmation of Scope ▸ Assumptions ▸ Required effort	▸ Execution ▸ Business Readiness ▸ Warranty/Project Closure ▸ UAT	▸ Steering committee ▸ Support
Problem	Problem Defined	Solution Defined & Refined	Solution Delivered

Enterprisecloud's Project Management Framework (Truenorth) is a best-of-breed hybrid methodology combining the governance, management, and control principles from traditional approaches with iterative delivery during the build/development phase to expedite the configuration and data migration of the solution.
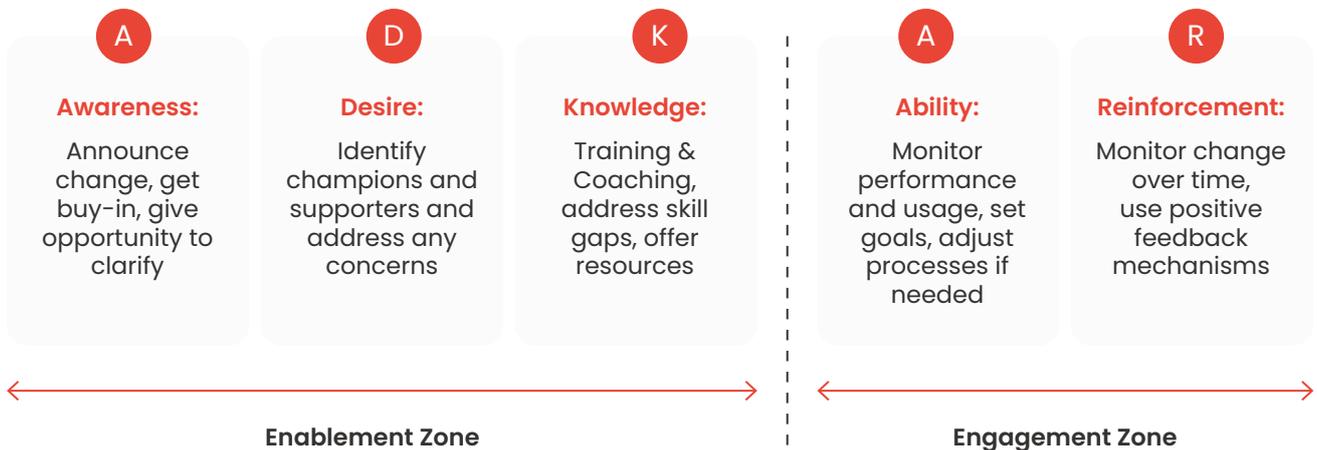
This tailored approach is proven to deliver solutions that understand and ratify business requirements, address the business needs, and is robust to support evolving business dynamics. It allows iterative builds within a structured design and development lifecycle. In addition, it is paired with a mature and proven project and change management framework to control elements such as quality, change, and stakeholder engagement.

We combine the traditional waterfall project approach's governance, analysis, and design strengths with an agile approach's momentum, consensus, and team-building strengths. The output of the implementation phase will be a fully deployed, customised, and functional solution built on top of the Power Platform, which will meet the requirements outlined during the design phase.
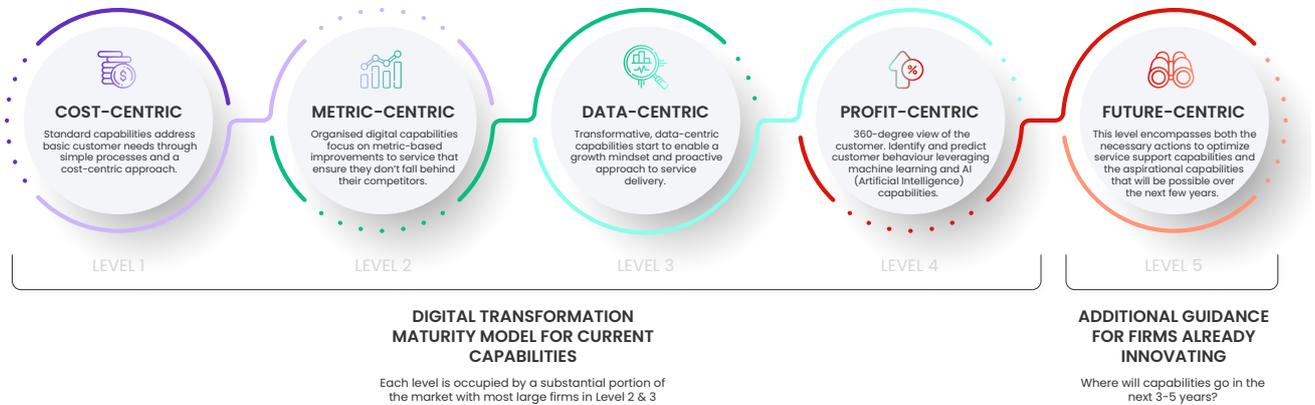
Change Management

Change Management plays a critical role in project success and we at Enterprisecloud are Prosci Certified and follow the ADKAR Model to plan for the change, diagnose any gaps, address any roadblocks or barriers, and ensure support is given effectively for all parties to get the maximum benefit of the technology.

Enterprisecloud will conduct workshops and assessments to gauge the overall project health in relation to leadership/sponsorship, project management and change management. These assessments will be completed by various stakeholders involved with the project.

A	D	K	A	R
Awareness:	**Desire:**	**Knowledge:**	**Ability:**	**Reinforcement:**
Announce change, get buy-in, give opportunity to clarify	Identify champions and supporters and address any concerns	Training & Coaching, address skill gaps, offer resources	Monitor performance and usage, set goals, adjust processes if needed	Monitor change over time, use positive feedback mechanisms

Enablement Zone | **Engagement Zone**

Where are you on your digital transformation journey?

Through our long-term strategic partnerships, we empower our clients to move beyond cost-centric, manual, and siloed operations and inspire them to embrace a future-centric approach, where intelligent, connected systems will lead to industry-leading capabilities and exceptional customer experiences.

COST-CENTRIC	METRIC-CENTRIC	DATA-CENTRIC	PROFIT-CENTRIC	FUTURE-CENTRIC
Standard capabilities address basic customer needs through simple processes and a cost-centric approach.	Organised digital capabilities focus on metric-based improvements to service that ensure they don't fall behind their competitors.	Transformative, data-centric capabilities start to enable a growth mindset and proactive approach to service delivery.	360-degree view of the customer. Identify and predict customer behaviour leveraging machine learning and AI (Artificial Intelligence) capabilities.	This level encompasses both the necessary actions to optimize service support capabilities and the aspirational capabilities that will be possible over the next few years.
LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 5

DIGITAL TRANSFORMATION MATURITY MODEL FOR CURRENT CAPABILITIES

Each level is occupied by a substantial portion of the market with most large firms in Level 2 & 3

ADDITIONAL GUIDANCE FOR FIRMS ALREADY INNOVATING

Where will capabilities go in the next 3-5 years?

If you are unsure of where you are on this journey, Start by finding the transformation strategy that's right for you.

Define and prioritise your technological strategy and drive decision making with Microsoft Catalyst and our Envisioning Business Value Programme.

Microsoft Catalyst: Envisioning Business Value

Catalyst: Envisioning Business Value is our Microsoft Certified Catalyst programme that enables organisations to design and define their next steps using data to provide evidence of value and calculate the return on investment. This minimises risk of a failed implementations and ensures the right projects are being implemented to achieve a strategic outcome.

This is a two-week process

which includes:

- ▶ Elicit functional and technical requirements gathering through collaborative workshops
- ▶ Understanding the existing technological landscape
- ▶ Understanding integration and reporting requirements
- ▶ A high-level design of the potential solution implementation roadmap

During these workshops, we will look at business processes, data requirements, stakeholders, opportunities for improvement, integration, and automation, and identify possible simplification for the end-user experience. This step includes documentation to ensure understanding and alignment in terms of expectations.

You can apply for funding for this programme, which will result in:

- ▶ A solid future state roadmap
- ▶ Predicted value of the project through a Business Value Assessment
- ▶ Calculated ROI for the solution proposed

Apply for the Microsoft Catalyst Programme now

Enterprisecloud

Customer Success

Enterprisecloud

Customer Stories

While we at Enterprisecloud have performed over 250 implementations of Dynamics 365 Customer Engagement, we intentionally service a select group of over 50 active clients where we share a joint vision for business success and measurable Return on Investment.

These active clients are broken up as follows:

▶ Higher Education > 9
▶ Commercial (B2B) > 30+
▶ Commercial (B2C) > 10+
▶ Non-profit > 5

Notable clients are seen below:

Our focused and deeply technical delivery team have been recognised as industry-leading, and we trusted to provide specialist implementation services on behalf of several global systems integrators, such as:

Enterprisecloud

Imperial

Imperial™
beyond possibility

Imperial needed a group sales pipeline that gave them detailed information into current data and could help them forecast accurately.

Working across global locations, now they can answer impactful questions such as:

▶ Are we winning or losing deals?

▶ How much are we discounting?

▶ What is our win ratio?

Read the Case Study

> " **Overall satisfaction...
> always professional and comfortable
> to be honest in our communication.** "
>
> Zeurika Savage
> Imperial Logistics

SafetyCloud

SafetyCLOUD **NOSA** | SAMTRAC

NOSA, now SafetyCloud, recognised the urgency and need to modernise and digitise their business to empower the South African workforce. Partnering up with our team, they disposed of their existing legacy and manual systems and moved to Microsoft Dynamics 365.

They were the first company is South Africa to implement end-to-end Dynamics, presenting a strong case for digital transformation and the ability to create an entirely new foundation within a relative short timeframe.

Read their implementation story:

> ❝ **NOSA consider EC as a trusted partner who will go above and beyond to assist their clients to achieve their goals.** ❞
>
> Madelein Stander
> NOSA

Desmond Tutu Health Foundation

The Desmond Tutu Health Foundation manages various trials and health interventions, focusing on HIV, TB and, most recently Covid-19. Managing records, appointments, medication, and continuous communication isn't an easy task, one which leaves very little room for error.

Using Microsoft Dynamics 365, DTHF got a user-friendly, robust, and secure, single-source system that was scalable, customisable and that could ensure participant anonymity.
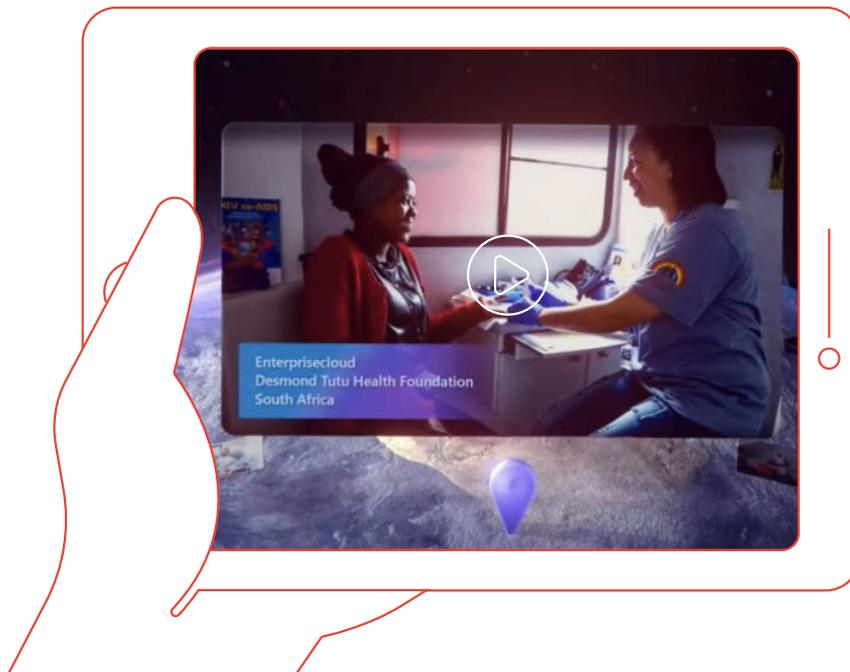
> **Because participants are now self-reporting their symptoms onto apps, we are getting it straight from the horse's mouth and it's direct, real time database capture.**
>
> **Keshani Naidoo**
> Operations Manager | Masiphumelele Research Site - Desmond Tutu Health Foundation

Watch Microsoft Case Study

Microsoft Dynamics

CUSTOMER ENGAGEMENT
PARTNER OF THE YEAR
WINNER

2021

Microsoft Dynamics

CUSTOMER ENGAGEMENT
PARTNER OF THE YEAR
FINALIST

2022

Microsoft Dynamics

NDUSTRY SOLUTION
PARTNER OF THE YEAR
(NON-PROFIT)
WINNER

2022

Enterprisecloud
Desmond Tutu Health Foundation
South Africa

If you haven't yet seen this year's Microsoft Inspire Keynote Speech, see what Satya Nadella, Microsoft CEO, says about Microsoft technology for 2023 and how we get a small mention as a Microsoft partner doing significant work around the world.

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www.ec.co.za

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