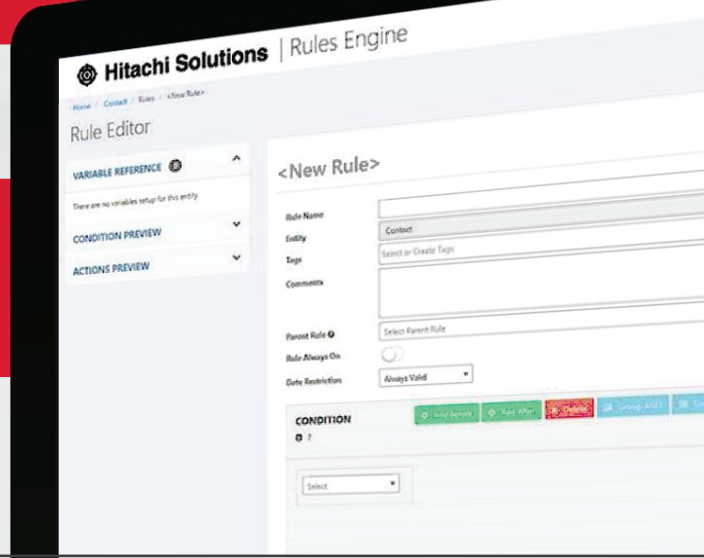# Hitachi Solutions

Hitachi CRM Essentials

EVERYTHING YOU NEED TO ENSURE CRM SUCCESS

Make Sure You Get the Most Out of Your CRM

When you invest in CRM, you need to know that you're getting a complete solution without the need for expensive add-ons or complex development projects. We created CRM Essentials based on our decades of experience with over a thousand successful CRM implementations across every industry.

Hitachi CRM Essentials helps you achieve a successful CRM implementation more quickly and at a lower cost, with an extensive library of plug-ins, controls, and customizations that enable you to meet all of your industry and business requirements with one, integrated CRM solution.

We understand that every CRM implementation is different. With CRM Essentials we spend less time on common tasks like web portals, data presentation and integration and more time on delivering a CRM solution that's unique and customized to your business.

CRM Essentials helps you to:

- Reduce the cost of delivery with a flexible customization framework and built-in capabilities that cover the most common CRM implementation scenarios
- Keep pace with technology with an extensive library of scripts and controls that streamline the user experience and are continuously updated as CRM is updated
- Provide a superior user experience with plug-ins and data integrations designed to help ensure successful CRM adoption and enhance productivity

Why Hitachi Solutions

We offer deep industry expertise combined with decades of experience providing high-value solutions that deliver rapid return on investment. Our approach is designed to give you a faster, lower-risk implementation and rapid adoption through proven best practices.

- It starts with core technologies built on the Microsoft Dynamics 365 platform so you can get up and running quickly
- We extend that with our own industry modules that give you capabilities tailored to the needs of your industry
- Finally, we deliver a customized solution to provide the best fit for your business, so you can focus on your unique strengths, not on basic technology

Business Rules Engine

Deliver a CRM solution that matches the way your people work with user experiences that are streamlined, intuitive, and personalized to each job role. Our Business Rules Engine helps you to quickly build out business logic, evaluate it in action, and make adjustments over time as business needs change. Rapidly deploy automation solutions that streamline productivity without complex custom coding. smooth transition to CRM.

JavaScript Library

Get a faster, more reliable CRM implementation that stays up to date with each new release of Microsoft Dynamics CRM. Our JavaScript Library provides over a hundred client-side scripts to handle everything from simple user interface enhancements to sophisticated data management and presentation.

Agent Desktop

Give customer service agents a single place where they can view customer information, access service applications, and capture customer interactions. Our Agent Desktop consolidates service apps and CRM tools into a single composite desktop, providing customer service reps with a streamlined user interface that empowers them to deliver better service, faster, over any interaction channel.

Portal Framework

Quickly deliver easy-to-use web portals that help employees, customers, and partners find information, interact, and get things done. Give employees access to the data and functions they need to do their job no matter where they are. Wow your customers with responsive experiences and enable them to interact in their preferred channel. Build stronger relationships with your partner network, including affiliates, suppliers, distributors, contractors, and more.

User Adoption Solution

User adoption is the ultimate factor in achieving CRM success. But if you don't track how your people are using CRM, you can't take the right actions to ensure adoption. The User Adoption Solution enables you to set adoption goals, track user activity against those goals, and take informed actions to address adoption blockers. Gain detailed insight into user activity and visualize it in real time to help ensure a smooth transition to CRM.

Editable Grid

Make data access, editing and organization more efficient with a configurable grid that facilitates returning specific data in a format which enhances users ability to manage data records and edit them all at once.

Hierarchy Visualizer

Navigate through account, contact or any other custom or standard entity in CRM with an easy to use graphical tool.

CRM + SharePoint Enhancement

Build upon the out of the box integration to SharePoint with robust functionality allowing subsite creation, nested subsites and email attachment stripping.

Plug-In Library

Quickly deliver CRM that's customized to your business. Hitachi's Customization Essentials is a collection of tools and plug-ins that enable you to address common CRM scenarios without custom coding or the purchase of third-party apps. Simplify and speed implementation and better focus on what is unique to your business, not on building solution infrastructure.

- Calculated Field Plug-in
- URLBuilder Plug-in
- Autonumber Plug-in
- Roll-up Plug-in
- Email Attachment Stripper
- Security profiles
- Data Parser
- CSV Exporter