



# Microsoft Dynamics 365 Quick Start: ServicePro 365

Disjointed customer data leads to slow responses and ineffective support. Service teams need a comprehensive view to enhance operations and achieve exceptional satisfaction.


Introducing **Dynamics 365 Customer Service**, an omnichannel cloud CRM that provides a unified view of customer interactions, empowering teams to anticipate needs and resolve issues proactively.

Our Quick Start offer helps enterprises realize the value of Dynamics 365 Service. **ServicePro 365** streamlines D365 implementation in just six (6) weeks to enhance your service experience.

## OUR APPROACH

- **Week 1: Discovery and Planning**  
Kickoff meeting, system assessment, and blueprint development
- **Week 2 & 3: Configuration and Customization**  
Setup Dynamics 365 Service while tailoring features and workflows
- **Week 4: Data Migration, Testing, and Training**  
Safely migrate existing service data, User Acceptance Testing, and comprehensive training
- **Week 5: Go Live Preparation**  
Final checks and establish support plan for post-implementation
- **Week 6: Go Live and Post Implementation Support**  
Launch and support to ensure smooth transition

### TIMELINE

 Six (6) Weeks

## THE OUTCOMES

- **Automated Case Management:** Create, assign, and resolve cases automatically.
- **Omni-Channel Engagement:** Provide seamless service across all touchpoints.
- **Proactive Service:** Anticipate and address customer needs proactively.
- **Unified Knowledge Base:** Centralize articles and resources.
- **Enhanced Insights:** Integrate data for personalized support.
- **Boost Agent Productivity:** Use Copilot for intelligent recommendations.
- **Better Collaboration:** Integrate with Teams, Outlook, and SharePoint.
- **Scalability and Flexibility:** Leverage automation for growth.
- **Enhanced Reporting and Analytics:** Monitor performance and identify improvements.
- **Unified Integration:** Connect with other Dynamics 365 apps and third-party tools.

TALK TO AN EXPERT

## WHY HITACHI SOLUTIONS

We are a global systems integrator specializing in Microsoft solutions. Our experts provide advisory services, industry and technology expertise, and implementation excellence to support and accelerate your data and business system modernization initiatives.