Foundation for CE in 5 weeks

Fast implementation of Microsoft Dynamics 365 Customer Engagement (CE) modules with minimal configuration and optional data migration

Most organisations today strive to improve their interactions with customers, but the thought of changing supporting business applications is daunting, as experience has shown it can be a cumbersome and slow process...

Not anymore, Hitachi Solutions has created Foundation for CE that enables businesses to get up and running with one or more Microsoft Dynamics 365 Customer Engagement Modules within 5 weeks.

What is Foundation for CE?

- Foundation for CE provides a rapid time to value in the delivery of a platform for a Microsoft Dynamics 365 Customer Engagement (CE) module(s)

- Customer-needs can be aligned to one or more modules and customers can choose to implement additional modules by purchasing more time

- Support for Data Migration is provided to enable the customer to use standard import tools

- Timeboxed configuration periods are included for making small configuration changes

- Access to an Architect and Senior Consultant throughout the project

- Training users for testing and train-the-trainer support are included

- Support after go-live including allotted time for additional changes

- Approximate cost £50k subject to contract
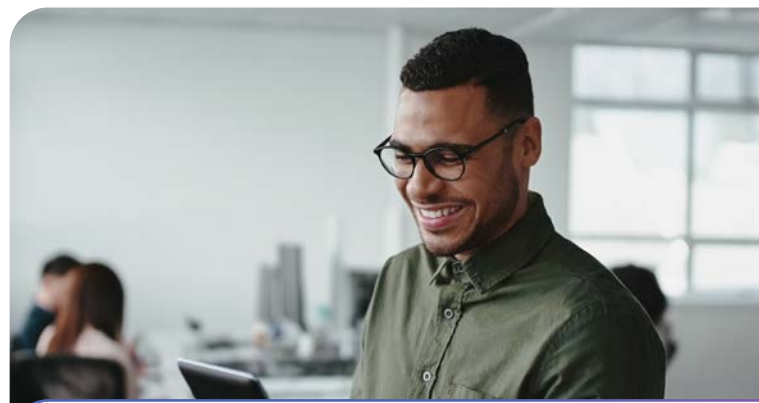
How does it work?

Requirements are aligned to one of the core out-of-thebox modules of the platform. Time can then be allocated to capabilities within one or more areas.

Areas include:

- Sales

- Customer Service (Case Management)

- Field Service

- Marketing

- In each area there are mandatory and optional choices – these can be tailored within the timebox

- A short pre-sales workshop will be held with the customer to establish the requirement fit with the out-ofthe- box solution

- The Dynamics 365 modules all have a core element (mandatory) which form the basis of the solution – the optional items form a catalogue to discuss as part of the workshop to gather the requirements

Who can benefit?

Foundation for CE is designed for organisations that wish to make big improvements to the way they interact with their customers but do not want to embark on a lengthy IT project. Our customers include:

Smaller local government or **central government departments** investing in Microsoft technologies.

Organisations with new ventures requiring rapid delivery of first party apps on a new instance.

Any organisation with burning legacy-platform or ambition to move to Microsoft cloud.

Customers that have **process issues with management reporting** from centralised data-source.

Our clients tell us

"

We have a small budget for IT programmes but a strong ambition to use best-of-breed solutions in the cloud."

Outdated systems for customer interaction need to be updated but we don't have a lot of time."

Benefits to your business

Super Quick and Flexible

Take advantage of new up-to-date customer engagement apps in super quick time and with the flexibility to add more functionality after go-live.

Build for Now and the Future

It provides a platform for enabling ongoing digital services to customers, and our Life Time Services team provides continued support through testing, training & post go live support.

On-going Training and Certifications

Microsoft provided training materials kept up to date with certificates and qualifications to match the solution.

Save Time and Money

Due to the templated nature of the approach, customers can standardise internal procedures around a common Microsoft Dynamics 365 process, thus saving significant time and money.

Quickly Add New Functionality

Ability to expand the solution with additional modules with minimal enhancements.

Supported for the Future

The solution will be supportable with future Microsoft upgrades and new functionality.

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