



the results company

SOLUTION BRIEF

Transform Your Financial Services with Customers at the Center

Unlock superior, personalized customer experiences with HSO and Microsoft.

Financial institutions are facing complex challenges that are growing exponentially as customers demand for more seamless, digital experiences. How can you leverage modern, cloud services to remain highly competitive while satisfying customers?

Discover the Future of Financial Services with HSO and Microsoft

Powered by Microsoft Azure and Dynamics 365, HSO's CRM Accelerator for Financial Services is a centralized hub for customer-centric operations designed to streamline your operations and personalize customer engagements, right out of the box.

Why HSO?



Trusted Microsoft Expertise

35+ years of experience with complete dedication to the Microsoft Cloud.



Deep Industry Knowledge

Products built to extend Dynamics 365 with industry-driven best practices.



Analyst Recognition

Leading analyst firms **recognize** our industry-first vision and strength in Dynamics 365.

HSO + Microsoft: Create Remarkable Experiences

Data and AI are driving the future of financial services. With HSO's extensive industry and Microsoft Business Applications knowledge, you can extend the power of Microsoft Cloud for Financial Services and Dynamics 365 to transform customer experiences.

Helping First West Credit Union Deliver Operational Excellence

Optimizing Financial Operations with Innovation

First West Credit Union (FWCU), a leading credit union in Canada, faced increasing market pressures to deliver an enhanced member experience while reducing operational costs, and sought to answer this with innovative, cloud-based technology from Microsoft.

Building for the Future with HSO and Microsoft

HSO helped FWCU replace their legacy system with Microsoft Dynamics 365 Sales, Dynamics 365 Marketing, Dynamics 365 Customer Service, and HSO's industry-specific solution, Financial Services Blueprint, that pre-configures and extends Dynamics 365, all on the Microsoft Cloud for Financial Services.

Results

HSO and Microsoft helped FWCU operationalize these tools to be more data and insights-driven as well as reduce costs. Their new system enables FWCU to increase overall efficiency while creating unified and engaging experiences for their 250,000+ members.



“We're so excited about the new capabilities creating next-generation member experiences across all points of engagement. We're also thrilled about HSO and Microsoft's support and commitment to this journey – a powerful collaboration indeed.”

Darrell Jaggers
Chief Transformation Officer,
FWCU

Learn More About HSO's CRM Accelerator for Financial Services, Available on AppSource

GET STARTED



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