



## Own the Customer Lifecycle with Advanced Case Management

Whether your business connects with partners, clients, members, or end customers, managing those relationships to sell your products and services is critical.

Disparate or paper-based records combined with outdated customer communication methods breeds disjointed and inaccurate engagement and service.

Using Microsoft Dynamics 365 for case management, ITK provides remote and online channels for customers to submit requests along with automated rules to direct tasks and notifications to specific staff. Speedy resolution guarantees proactive and measurable success. Centralizing the resulting data into a single repository, available on desktop or mobile platforms, allows staff and customers to interact effectively to provide quality service when it's needed most.

### ITK's offer to you:

- **Onsite or remote half-day 'Visioning' session**
- **Suitable for members of support, sales, operations, IT, and executive teams**
- **Determine corporate service delivery objectives and desired end user experiences**
- **Map high-level IT architecture, applications, and data sources**
- **Discuss feasible budgets and timelines**
- **Receive documented recommendations for tangible tactical and strategic next steps**
- **All at NO COST**

### Applicable for these Business Sectors

- **Government:** citizen service request, licensing, and financial grant management
- **Industry:** apprenticeship program delivery and accreditation
- **Real Estate:** residential/commercial tenant and work order management
- **Associations:** member onboarding and education
- **Health Care:** remote service delivery and records management
- **Manufacturing:** product sales, delivery, and support

### Benefits

- Provide **24/7 communication** channels to customers
- **Automate** tasks and notifications
- Single source of records **accessible** across the business
- Corporate, team, and individual **dashboards** and analytics
- Built-in **connectivity** with existing Microsoft applications
- Role based **security** for records management
- **Highly available** and local Microsoft Cloud infrastructure