

NextGen Customer Engagement with Dynamics 365



Business Applications



ALTRON

Purpose

We use technology
to transform today into
**a simpler, safer and
smarter tomorrow.**

Our portfolio of solutions and services



Industry solutions

Deep industry expertise delivered at scale across platforms and digital ecosystems.

- HealthTech
- FinTech
- Netstar
(vehicle tracking and fleet management)
- Retail
- Public infrastructure



Digital business

Enterprise-grade solutions that helps you operate, optimise and transform.

- Data and AI
- Enterprise applications and cloud services
 - Software Engineering
- Digital infrastructure
- Specialised solutions
- IT outsourcing



Distribution

Distributor of electronic components and cyber security software licensing.

- Design and engineering
- Electronic components
- Enterprise security solutions

Think about how much easier it'd be to do business if all your IT hassles disappeared.

Looking for the skills to get the best from your cloud infrastructure? Done.

Is the exchange rate volatility eating into your budget? Managed.

Worried about staying competitive in a technology-first world? Solved.

Staff working from anywhere, on any device, securely. Simple.

**That's what we do: we look after everything IT and take care of operating hassles
so that you can look after what matters – growing your business.**

Enterprise Applications

Optimise your business, grow revenue and accelerate time to market while providing improved customer experiences.

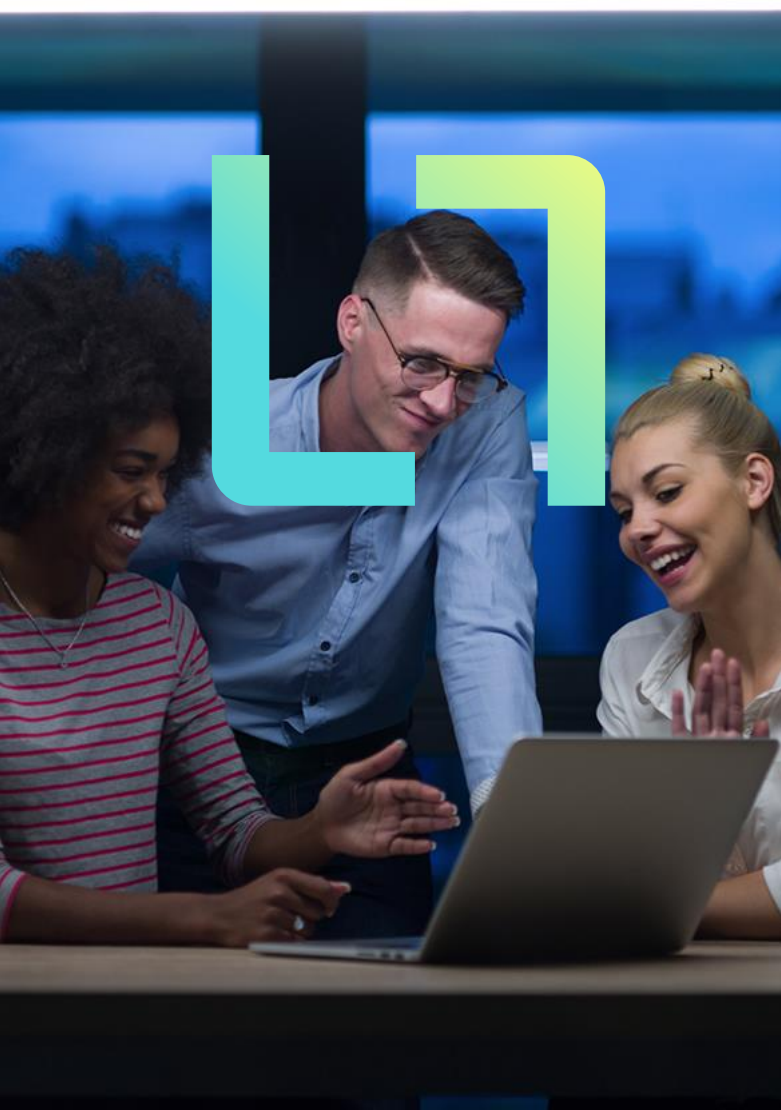
- **Microsoft Business Applications**
Implement and manage complex ERP and CRM solutions with minimal risk.
- **Improved Customer Experiences**
AI-driven information sharing, enrichment and sophisticated business intelligence enable exceptional experiences.
- **Multi-cloud Solutions**
Secure, resilient, and cost-effective cloud management and governance across your cloud infrastructure.
- **Workforce Management**
Empower your staff, optimise operations and reduce what you spend by paying for only and exactly what you need.
- **Software Engineering**
From the modernisation of your legacy applications and platforms to innovative solutions that solve your specific needs.

NextGen Customer Engagement with Dynamics 365

“Disjointed customer engagement systems result in inefficiencies, delayed responses, and inconsistent experiences.”

Transform your disconnected customer engagement processes with our **NextGen Customer Engagement** solution.

Our solution is designed to unify customer interactions across all touchpoints, enabling a seamless transition to a modern, responsive, and data-driven customer engagement strategy. We can help you streamline customer service, and field operations.



Why Modernize Customer Engagement?

- **To accelerate revenue generation**

We provide a comprehensive customer service and field service solution, empowered by cutting-edge AI technology. This system enhances the service agent experience by offering real-time insights and streamlined processes, enabling quicker resolutions and more efficient on-site service management.

- **And modernise service**

We transform operations with automation and empower service teams with AI-driven tools to deliver personalized customer experiences, ensuring higher customer satisfaction.

- **And support your business with expert teams**

With over 90+ consultants and a dedicated managed services team of 30, we specialize in implementing, customizing, integrating, and supporting Dynamics 365 solutions tailored to your business needs.



WHY Us?

ALTRON
DIGITAL BUSINESS

We specialize in implementing, customising, integrating and supporting Dynamics 365 solutions for all your business needs

Modernizing Customer Engagement, provides personalized customer experiences, empowering service teams with tools fuelled by next-gen AI, and transforming operations with automation.

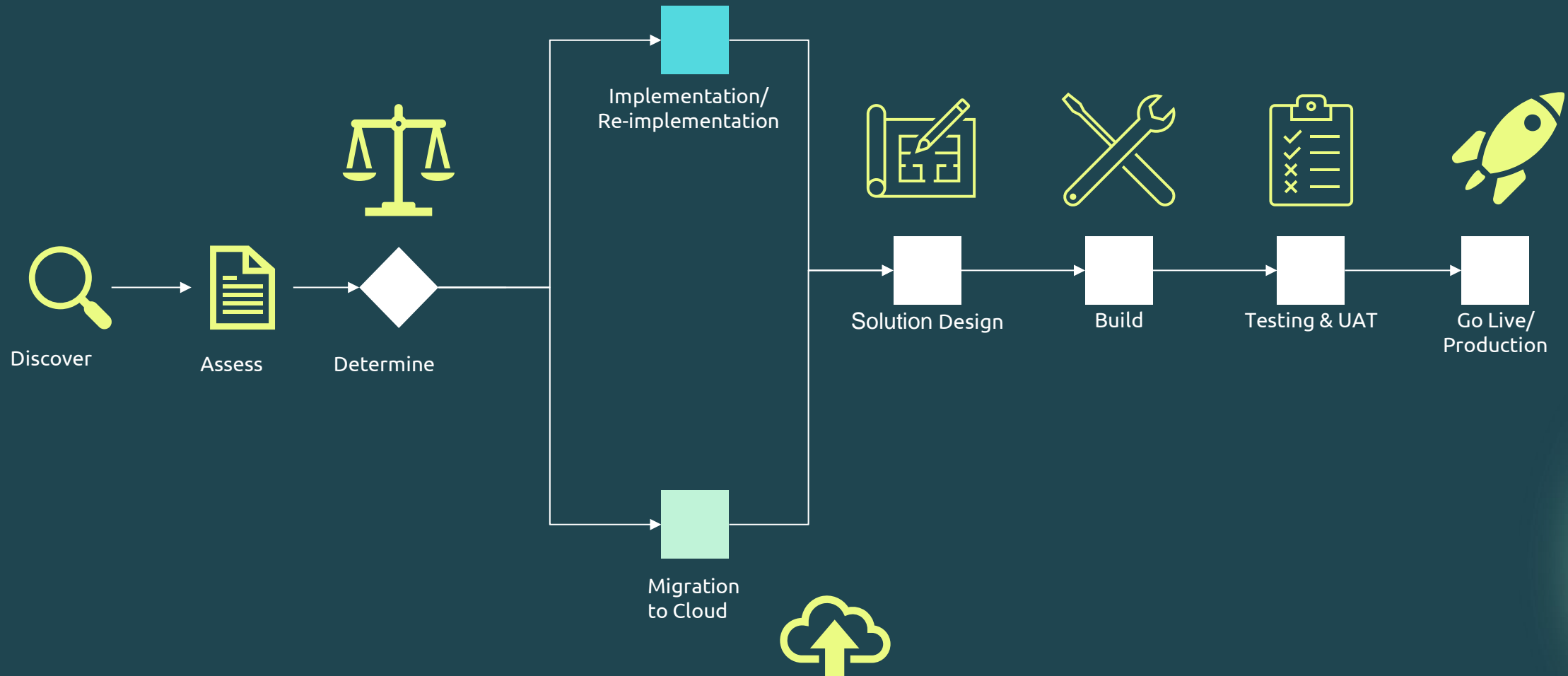
90+ Consultants

Dedicated Managed Services

Expertly Skilled

Take on tomorrow

Dynamics 365 Customer Engagement Build



Plan Overview – NextGen Customer Engagement

Plan Name	NextGen Customer Engagement
Summary	Modernising and Optimizing Customer Engagement
Description	NextGen Customer Engagement with Dynamics 365 offers a full-cycle, multi-phase engagement that covers the entire customer journey, from initial discovery to post-implementation support. Our approach combines hands-on workshops, system design, solution customization, integration with existing systems, testing, deployment, and ongoing optimization. The engagement is tailored to your unique business needs, providing tools to drive customer satisfaction, improve team collaboration, and enhance operational efficiency.
Time	Dependent on Requirements & Complexity – Contact Us
Cost	Dependent on Requirements & Complexity – Contact Us

Plan Overview – D365 Customer Service

Plan Name	Dynamics 365 Customer Service
Summary	Dynamics 365 Customer Service equips your team with AI-driven tools to deliver personalized, seamless customer experiences, from case management to issue resolution.
Description	<p>Our Dynamics 365 Customer Service solution enhances your customer service operations by providing:</p> <ul style="list-style-type: none"> • AI-powered insights for proactive service • Case management automation • Omnichannel engagement (voice, chat, email, and more) • Knowledge base integration for quick issue resolution • Real-time tracking and analytics • Integration with other Microsoft services for a unified experience <p>You can improve response times, enhance customer satisfaction, and optimize service delivery through automation and insights.</p>
Time	Dependent on Requirements & Complexity – Contact Us
Cost	Dependent on Requirements & Complexity – Contact Us

Plan Overview – D365 Field Service

Plan Name	Dynamics 365 Field Service
Summary	Dynamics 365 Field Service empowers your team to deliver proactive, data-driven field operations with real-time insights, resource scheduling, and mobile access.
Description	<p>Our Dynamics 365 Field Service solution optimizes your field operations by providing:</p> <p>Intelligent resource scheduling and dispatching</p> <ul style="list-style-type: none"> • Mobile access for field agents to update jobs and access customer data • Predictive maintenance with IoT integration • Work order management and inventory tracking • Real-time analytics for operational insights • Integration with Dynamics 365 Sales and Customer Service for a unified service experience <p>You can enhance service delivery, improve customer satisfaction, and reduce operational costs with automation and real-time insights..</p>
Time	Dependent on Requirements & Complexity – Contact Us
Cost	Dependent on Requirements & Complexity – Contact Us

Frequently Asked Questions

1. Why should we modernize our customer engagement systems?

Outdated systems create silos between teams, causing inconsistent customer experiences. Modernizing with Dynamics 365 improves collaboration, efficiency, and delivers a seamless customer journey.

2. What does your Customer Engagement modernization solution include?

Our solution unifies customer service, and field operations, using AI, automation, and advanced tools to enhance collaboration, streamline operations, and improve customer experiences.

3. How do you ensure minimal disruption during the modernization process?

We use a phased approach to minimize downtime and ensure continuity. Our experts manage the transition smoothly, ensuring seamless integration and uninterrupted operations.

How can we **L** *help you* **]** take on tomorrow?



Get it from
Microsoft
AppSource



Get it from
Microsoft Azure
Marketplace

Our brands

We have six businesses delivering solutions and services across our portfolio

ALTRON
FINTECH

ALTRON
HEALTHTECH

NETSTAR

A SUBSIDIARY OF ALTRON

ALTRON
DIGITAL BUSINESS

ALTRON
SECURITY

ALTRON | AWW