



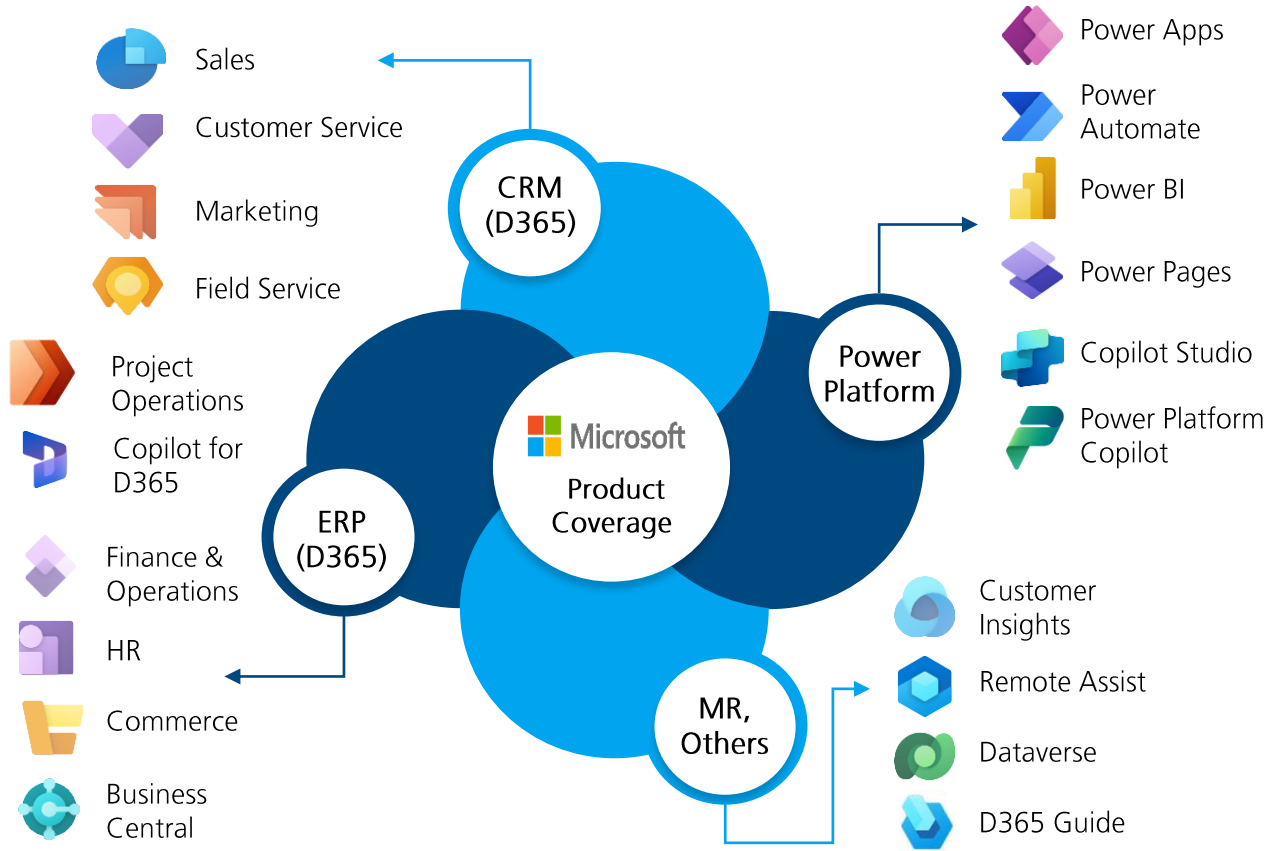
LTIMindtree



Microsoft

Microsoft Business
Applications:
CRM Transformation
Offering

LTIMindtree—Your Partner for Microsoft Business Applications Suite



Business Applications




CRM Transformation Offers

Integrated Sales and Marketing

Digital Customer Service

Advanced Field Service


Copilot Offer



Marketing

- Marketing Outreach
- Omnichannel Engagement
- Campaign Management
- Upsell/Cross-sell


- Multinational power management company
- Leading insurance provider



Sales

- Lead Management
- Forecasting
- Territory Management
- Sales Performance
- Analytics


- Media & Entertainment clients in the US
- Largest provider of building technologies



Digital Contact Center

- Call Center
- Case Management
- Service Console
- Knowledge Management


- Leading medical device manufacturer
- Leading asset management company



Field Service

- Asset Tracking and Management
- Scheduling and Task Management
- Mobile Workforce

- World's leading re-Insurer company
- Leading brand in the Fire & Security Business



Copilot

- AI-driven insights & automation to enhance business processes
- Tailored solutions with unique data sets
- Seamless data integration across data sources

20% Faster, new customer onboarding

25% Increase in marketing ROI

\$12.5 M Annual savings

78% Reduction on support tickets

70% Improved conversion rates

40% Improvement in agents' productivity

Microsoft Business Apps—Overall Service Offering



Advisory Services

Org assessment | Solution blueprint | Rollout strategy | Cloud strategy | Data strategy | Integration strategy | Maturity model



Application Modernization

Legacy to MS business app migration | Platform re-architecture | Automation | Customer insights | Operate 2 transform



Low Code Solutions

Canvas/model-driven apps | Enterprise LOB app integrations | Power pages | Mixed reality | Power virtual agents | Factory model



Implementation & Support

E2E execution | Greenfield projects | Enhancements | Managed services | POD/capacity/milestone-based implementation



Localization Services

Data encryption | GDPR and HIPAA compliance | Data visibility strategy | DevSecOps maturity | Customer onboarding | Global templization



Process Automation

Robotic Process Automation (RPA) | AI infusion | Business process management (BPM) | Process mining | Digital process automation



Centre of Excellence

Tools and accelerators | Technical audits | Power app solutions | Design best practice | Prototype building | Next-gen solution fitment



Value Added Services

Maximize MS business apps' ROI | Tech debt remediation | Maximizing adoption | Business process simplification



Reporting

Power BI dashboard | SSRS reports to Power BI paginated reports | Legacy reports transformation



*Getting to the
future, faster.
Together.*

Contact us: For further information, please get in touch with us at:
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