



Cluster Reply delivers a digital transformation solution



Cluster Reply achieves 5 customer requirements:

- To enable multichannel approach
- New customer experience
- To decrease yearly running cost application
- To reduce number of back office applications
- To increase employee competence and training

What is solution?

Using digital intelligence to reimagine what's possible for your business. **Dynamics 365** works across sales, customer service, field service, operations, financials, marketing, and project service automation.



Why customers use Dynamics 365

- Better engage customers
- Optimize operations
- Reinvent products and business models

Better engage customers

Improve customer service through a single, unified experience that delivers end-to-end service across every channel—earning customer loyalty and empowering agents

Omni-channel engagement

Optimize operations

Grow your business by connecting people and processes with a single system that has intelligence built in—making financial management, sales, service, and operations easier

Manage your sales cycle more efficiently

Reinvent products and business models

Run your project-based business more productively by bringing people, processes, and automation technology together through a unified experience

Service analytics

"Customer engagement has only gotten better with Dynamics CRM. We have now a 360° customer overview, and that creates loyalty and happy customers."

Reale Group



Cluster Reply solution deployed on Dynamics 365 allows customers to achieve their business goals



Proof

- Business growth
- Revenue increasing
- Smart working



Proof of Joint Solution

- Agile and efficient business
- Full advantage of the cloud
- Digital Intelligence

Why Microsoft Dynamics 365?

An offer to get you started

- Empower your employees
- Engage customers
- Optimize your business



Desired Outcomes

- Turning relationships into revenue
- Capturing new business opportunities
- Increasing customer satisfaction

Why Cluster Reply?

Cluster Reply is specialized in Microsoft technology consulting and System Integration services and is skilled in process, application and technology fields