



Microsoft Cloud



# Microsoft Dynamics 365 Starter Kit - 3 Week QuickStart for Customer Service

## About Cluster Reply:

Cluster Reply is an award-winning technology consultancy that is part of the Reply group. We provide services spanning across Microsoft Dynamics 365, Microsoft Azure, AI and Power Platform solutions that unifies your IT landscape.

## What we offer

Take the risk and complexities out of implementing Dynamics 365 for Customer Service with our **Fixed cost, Outcome based** project delivery approach. Supported by our proven QuickStart implementation methodology you can start realizing the benefits in as little as three weeks.

This **Starter Kit** offering is positioned to offer a soft entry to market delivering a Minimum Viable Product without complex integrations, custom code or data migrations and large project teams to deliver.

The offer is structured around our mature **QuickStart Methodology** that provides a streamlined approach and clear deliverables that reduces project costs and speeds up delivery using a minimalist agile approach.

Unify your spread of emails and spreadsheets currently managing your business cases with a Microsoft Dynamics 365 Customer Service. Empower your employees with automatic case routing, SLA management, Teams integration and more

## QuickStart

**Evaluate** - 1 hour Teams meeting to evaluate service offering

**Align** - 2 hour workshop to capture requirements and agree on scope

**Design, Build, Test** - 40 hour backlog build as per scope

**Train and Deploy** - Training and Go Live

## Reply Group (Global)

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# Why Dynamics 365?

## Modern applications

Modern applications that deliver new experiences and connect with a businesses' existing systems to allow organizations to digitally transform their way. Applications that use mixed reality, the ability to take an application that overlays on the reality in front of the user, that guides them through a business process like never before. Connect to information from social networks, mobile devices, and micro-applications to drive intelligence and inform a more effective business process.

## Unified data and processes

Unified data and processes that enables business without silos. Centralized data enables disparate groups to work together effectively with a single, trusted view of processes, relationships, and data. Data connectors allow thousands of systems to bring their data to a single network.

## Intelligence that delivers

Intelligence that delivers actionable insight. Data in the new world includes social, relationship and productivity information in addition to insights generated by business systems. The right solution requires a unified approach that allows companies to automatically leverage their data to decide and act in real-time with expanded analytics, predictive algorithms, and automated AI.

## An extensible environment

An extensible environment that enables change. The right solution establishes a data, communication, and application environment that makes it easy to evolve and extend existing business operations, while introducing technologies that enable users to create solutions where no solution exists and to expand data analysis.

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## Key use cases



### Sales

Respond to changing business requirements with a flexible platform to rapidly create new solutions and ensure old solutions are never truly finished.



### Services

Understand your customers better and respond more quickly by accessing internal and external relationship data.



### Finance and operations

Increase your return on investment with Microsoft's agile and efficient cloud solution.



### Talent

Extend your virtual team and coordinate faster with a consolidated view of team members, activities, and responsibilities.



### Marketing

Gain end-to-end visibility by connecting data from external markets, social, and legacy sources.

## Microsoft Dynamics 365

Transform on your terms with Microsoft Business Applications. Enable people to do their best work. Gain actionable insights. Thrive with solutions expressly built for change. Unlock next.

### Learn more at

[www.dynamics365.com](https://www.dynamics365.com)