



Modern Work

Microsoft Dynamics QuickStart

A Microsoft Dynamics Case Management solution up and running in less than 3 weeks

2023





Implementing Microsoft Dynamics 365 for Customer Service

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



Primary challenges

Historically Customer Service implementations have often been plagued by high cost, complex implementations models. Discovery periods are extensive and often challenged by misaligned internal processes and stakeholders



Ideal solution

A proven delivery approach that streamlines business and functional requirements gathering and smooths the implementation roadmap with a quick start of core deliverables that empowers and encourages early adoption



Desired outcomes

A Microsoft Dynamics 365 for Customer Service implementation that delivers a core set of functionalities and a clear roadmap of future deliverables. This reduces overall risk by delivering incremental functionality



Customer Service QuickStart

The QuickStart approach leverages a rapid implementation based on a proven implementation methodology that reduces project overheads and delivers an accelerated ROI without large teams and complex integrations



Align

We conduct a 2-hour workshop to capture requirements and agree on the scope of implementation.

Design Build Test

We build as per the agreed 40-hour backlog of features and provide templates for data import

Train and Deploy

User training and Go Live support with a two hour training workshop for end users and administrators

Reply Group, QuickStart, and Microsoft Dynamics 365 for Customer Service

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 of a Case Management solution in as little as three weeks.



Reply

We combine our strategic and creative approach with today's cutting-edge technologies to start making things happen from day one.

Quickstart

Our proven outcome based rapid implementation approach are based on four pillars:
Evaluate | Align | Design Test
Build | Train and Deploy

Microsoft Dynamics 365 for Customer Service

A cloud-based Case Management solution that is designed to help businesses of all sizes improve their customer service and case management needs



Customer success: VIMAR

VIMAR is one of the Italian leaders in the electro-technical and electronic materials production, with 1300 employees and about 100k business customers and a direct presence in 10 countries in Europe, North America, South America, Asia. Reply implemented Dynamics 365 for Customer Service to replace a legacy after sales service solution

► Challenge

Complex management of support requests through multiple channels such as phone calls, emails, on site and internal channels

► Solution

Microsoft Dynamics 365 for Customer Service was implemented, providing standardised multi channel support

► Whats next

Integration into external systems to provide a centralised database of contacts, invoicing and sales systems



Contact us to learn more about our Microsoft Dynamics 365 Quickstart

[Get a free trial](#)

Call for more information: +442077306000

Ask a question via email: digital.cluster.uk@reply.com

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