

# MICROSOFT DYNAMICS 365 ENTERPRISE EDITION

## DYNAMICS 365 - CRM AND AX COMBINED

Microsoft's Dynamics release, *Dynamics 365 Enterprise Edition*, combines the power of its previous CRM and AX generations into a growing list of individual solutions: *Operations, Sales, Customer Service, Marketing, Field Service, Project Service Automation*, and more. Microsoft cloud licensing enables you to select individual solutions to address specific demands, or group them together. Supplementary applications are also included with Dynamics 365: PowerApps, Microsoft Flow, Web Portals, and Social Engagement.

### CHALLENGE

The development of highly-customized business applications provides organizations the unique perspective needed to manage their business strategies and tactics. Over time, many organizations are challenged by the administrative burden of these disparate solutions – each with its own management requirements, development technologies, upgrade complexities, and infrastructure needs.

The complex nature and failure risk of broad scale ERP implementations is real and the high degree of configuration factors adds to these risks.

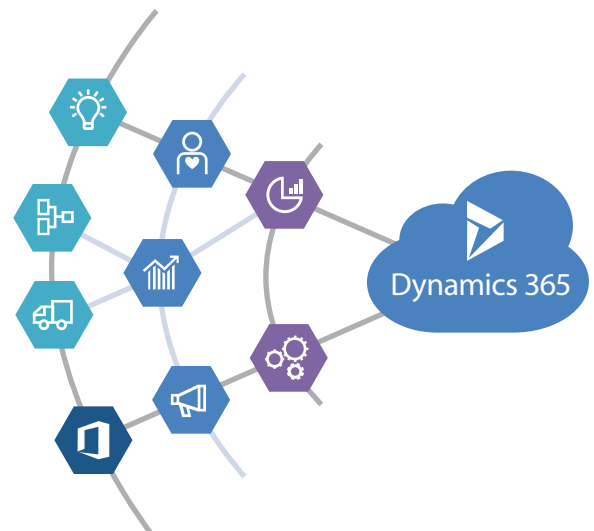
Answering this challenge, Dynamics 365 identifies the people, data, and process opportunities across your organization. It also provides rapid deployment and development opportunities for a wide range of intelligent applications that seamlessly work together.

### OUR SERVICES

The competitive advantage of Dynamics 365 is its flexible and adaptable framework, which can be harnessed to build custom solutions to digitize almost any workflow. In support of these complex initiatives, Sierra Systems provides an additional competitive advantage in our solutions development and customization expertise, combined with our deep industry-specific knowledge.

Sierra Systems is well-positioned to lead you through the process of designing, developing, implementing, and managing a Dynamics 365 solution. We have the experienced people, processes, and technology skills to bring your Dynamics 365 initiatives live, fast. We provide you precisely what you need: pre-sales engagements, project scoping, discovery, delivery, and comprehensive or baseline post-implementation support via our shared services team that continues support well after project delivery. As well, routine health checks during implementation and post go-live are provided to uncover any issues or road blocks and communicate the latest news and feature set expansion as they relate to your Dynamics 365 solution.

*Dynamics 365 utilizes the power of digital intelligence to streamline business and operational efficiencies to lower costs throughout your organization.*



2017/2018  
**INNER CIRCLE**  
*for Microsoft Dynamics*

Gold  
**Microsoft  
Partner**

## SIERRA SYSTEMS' SERVICES FOR DYNAMICS



## TAKE EVERY ADVANTAGE

### FastTrack Program

Microsoft's *FastTrack* incorporates Dynamics 365, which allows you to take advantage of this comprehensive oversight and support program furnished by Microsoft. *FastTrack* allows Sierra Systems and Microsoft to collaborate and implement Dynamics 365 as a team. This confirms project management methodology, design, development, data migration, security, training, user support, and adoption services are adhered to and streamlines each Dynamics 365 roll-out.

### Dynamics Planning Services

Microsoft's *Dynamics Planning Service* provides on-site expertise to assist with deployment plans. For Dynamics 365, Microsoft provides engagement for:

- process and requirements analysis (3 days),
- implementation recommendations (5 days),
- fit gap assessment (10 days), and
- proof-of-concept (15 days).

### Dynamics 365 for Operations Accelerator

We understand your need to implement faster and better, to quickly realize investment return. Our *Dynamics 365 for Operations Accelerator* shortens the implementation phase without compromising effectiveness, while reducing negative impacts often experienced with a broader implementation. In this, a subset of company data is selected and our *Operations Accelerator* is utilized to rapidly create a prototype highlighting your organization's existing business processes, and identifying specific requirements, along with any existing business process gaps, before moving ahead with a broader implementation.

### Learn more

To learn how Sierra Systems' proven approach to Microsoft Dynamics solutions can provide your organization with smart, reliable, strategic and tactical decision-making at all levels of your organization, please contact us:

(t): 1-877-688-1371

(e): [contact@sierrasystems.com](mailto:contact@sierrasystems.com)

### Dynamics 365 Correspondence Management Accelerator

The *Correspondence Management Accelerator (CMA)* forms a solid foundation upon which to add specific details of your business processes.

Key benefits of *CMA* include:

- Route tracking of correspondence replies through each step of the process.
- Notification method when manual intervention is required.
- Integration with Microsoft SharePoint and Office 365 to manage documents and develop replies.
- Easily-configured operations to handle queues, teams, or specific user assignments.
- Ability to showcase best practice correspondence management.
- Automation of the five most frequently utilized business process stages:

