



## SOLUTION BRIEF

# MICROSOFT DYNAMICS 365 CE

Government

Gold  
Microsoft  
Partner

## CHALLENGE

Technology innovation coupled with budget constraints require government organizations to re-evaluate the way they operate and deliver services to the public. Furthermore, social and mobile technologies have set high expectations from stakeholders for on demand information and better government service delivery. Adoption of new technology platforms will require significant transformation and innovation from all levels of government.

## OUR SOLUTION

Microsoft Dynamics 365 Customer Engagement (CE) solutions can assist governments at the local, regional, municipal, and federal levels to deliver new scales of service while adhering to budgets. Microsoft Dynamics 365 CE enables organizations to improve transparency, streamline processes, enhance collaboration, and increase stakeholder engagement. Sierra Systems works collaboratively with you to quickly deploy, implement, and customize your CRM solution. We can help you to maximize your investment and extend your CRM solution to meet various scenarios such as customer care, case and grant management, workflow management, compliance management, and analytics.

## HOW WE CAN HELP

Organizations are constantly evolving and have unique requirements and objectives. Microsoft Dynamics CRM is a flexible solution and our team of professionals can work with you to understand your business goals and recommend a solution that meets your specific needs. Here are some examples of how we can assist:

**Case Management:** Enhance case management workflow by routing case assignments to the right people with the right skills. Address entitlement calculations, contract management, monitoring and payments quickly.

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### Benefits

- Increase productivity of call intake
- Improve your ability to make informed decisions
- Enhance timeliness of service delivery
- Improve access to services by citizens
- Monitor progress and reporting
- Increase efficiency and savings through better planning
- Improve use of resource allocation
- Minimize time spent manually searching information

**Contracts and Grants Management:** Simplify grant and contract processing reviews with a standardized, electronic system that adheres to grant and contract management directives. Easily manage solicitations, receive submissions, evaluate proposals, and monitor progress.

**Courts and Judicial Management:** Improve workflow processes by efficiently managing registration and providing access to vital information such as identification, scheduling, and appeals. Effectively streamline processes and gain insight into status of cases promptly.

**Compliance Management:** Manage cross-agency mandates and regulations ensuring compliance and governance. Track information for inspector reports and streamline the permit and licensing applications and approval processes.

**Client Service:** Increase support for citizens through improved tracking, communication, service initiation. Better manage contact centre and case tracking to improve operational performance.

**Investigations:** Streamline investigation processes across departments for better coordination. Ensure quick processing and distribution of information to the right audience.

## OUR SERVICES

Microsoft Dynamics 365 CE delivers a key advantage to providing a flexible and adaptable framework for building solutions to meet the needs of organizations. We help you with the process of designing, implementing, and managing your Microsoft Dynamics 365 CE solutions. We draw from a multi-disciplinary project team that represents the full spectrum of expertise in Microsoft technology and public sector experience.

Planning and Scoping	Roadmap and Visioning	IT Strategy Development
CRM Implementation	Organizational Change	Application Managed Services

## KNOWLEDGE AND EXPERIENCE

Sierra Systems is a Microsoft Partner having attained gold competencies in Data Analytics, Collaboration and Content, Cloud Customer Relationship Management, as well as Enterprise Resource Planning.

For the third time in four years, Sierra Systems has been recognized by Microsoft for finding new ways to improve efficiencies and productivity in our Dynamics clients' implementations. For this effort and success, Sierra Systems has been named to the Microsoft Inner Circle recognizing sales achievements in within the highest echelon of the Microsoft Dynamics global network of partners.

Sierra Systems was also the winner of the Microsoft Partner Network's 2017 IMPACT Award for Data and Advanced Data Analytics Innovation. This annual award showcases and celebrates the leading-edge work that Microsoft partners engage in to solve their client's challenges.



2017/2018 INNERCIRCLE  
for Microsoft Dynamics

### Learn More

To learn more about how our Microsoft Dynamics solutions can assist your organization, contact us:

contact@sierrasystems.com  
1-877-688-1371  
sierrasystems.com