



# CONSULTING IN DYNAMICS 365 CUSTOMER ENGAGEMENT

Helping organizations leverage technology to improve customer interactions, streamline operations, and achieve their business goals

As one of the biggest Microsoft partners in Poland, we specialize in Dynamics 365 CRM. This set of tools streamlines complex customer engagements, benefiting various business teams:

- Marketing Teams: It enables multichannel campaigns, tailored buyer experiences, and real-time tracking. Insights drive lead prioritization and adaptive strategies.
- Sales Teams: Sellers gain customer understanding, targeted strategies, and embedded insights for relationship building, productivity, and automation.
- Customer Service Teams: Omnichannel experiences, service bots, and contextual data enhance interactions, upselling, and issue resolution.
- Field Service Teams: IoT integration automates scheduling, boosts efficiency, and improves customer trust through real-time updates.
- Project Service Automation Teams: Integrated planning, analytics, and resource optimization lead to customer-centric delivery, profitability, and increased productivity.

## Processes

- Microsoft Dynamics 365 Sales
- Microsoft Dynamics 365 Customer Service
- Microsoft Dynamics 365 Field Service
- Microsoft Dynamics 365 Customer Insights
- Microsoft Dynamics 365 Portals
- Microsoft Dynamics 365 Marketing
- Power Platform

## Our services

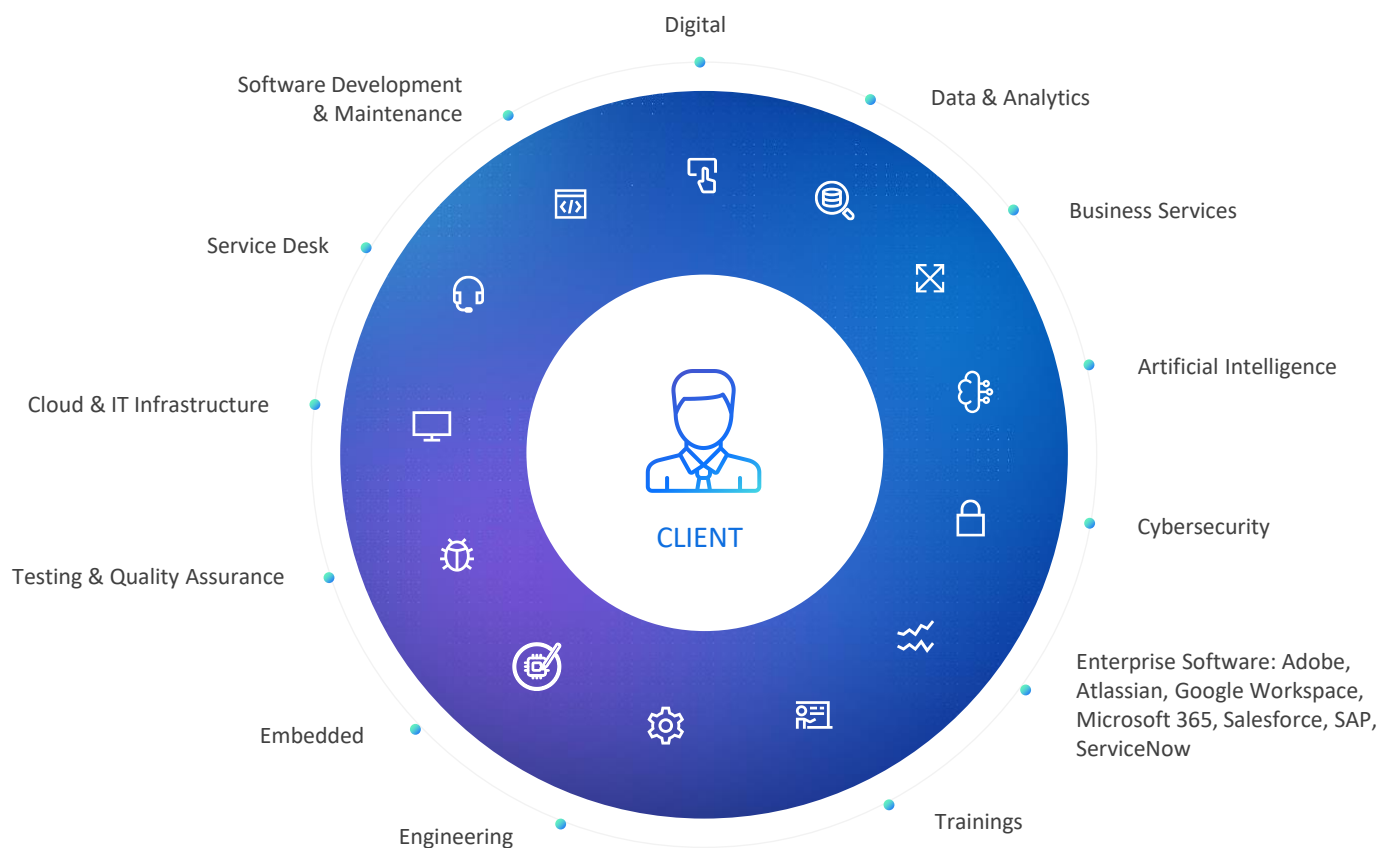
- Requirements analysis
- Business consulting
- Concepts & systems design
- Configuration & development
- Upgrades and data migration
- Integration with other systems
- Reports and document templates
- Solutions on mobile devices
- Trainings
- Audits
- Dynamics CRM Licensing Reseller

## What we offer

- At Sii, we're dedicated to creating comprehensive digital transformation plans that meet our clients' needs
- Our skilled team specializes in providing efficient CRM systems using Dynamics 365 technology
- With over 200 engineers experienced in Microsoft Dynamics 365, we're well-equipped to handle even the most complex projects
- Additionally, we offer a range of flexible collaboration models, including staffing, outsourcing, team leasing, managed services, and project implementation



# Offer – One-stop shop



## Tangible Benefits / Desired Outcomes

- ✓ You take care of your business development - we take care of the cloud
- ✓ Our architects will support you in the latest technologies
- ✓ We are ready to maintain your infrastructure with dedicated support team

## Why Sii

### 600 certified experts

Solution Architects, Network Engineers, Security Engineers, DevOps Architects, Data Engineers, Azure Administrators, Azure Developer, Cybersecurity Architects, D365 Consultants, Power BI Analysts

### Leading cloud services

Microsoft Azure, Microsoft 365, Dynamics 365, Power Platform

### Innovative industry solutions

For manufacturing banking, healthcare, real estate and public sectors

### End-to-end Project Support

Mrom preliminary data analysis, target model creation, implementation on dedicated devices to maintenance