

CRM envisioning workshop



UNIFY YOUR TEAMS & DATA TO TRANSFORM CUSTOMER EXPERIENCES

Are you struggling with disconnected teams and data? It's time to break down the silos and unify your efforts!

Traditional CRM systems often lag behind today's rapid tech evolution, potentially causing you to miss out on innovative features that could propel your business forward. Plus, your teams' time should be spent building customer relationships, instead of being lost on mundane tasks.

Let's explore how we can streamline your CRM – freeing up your teams on what matters most – your customers.

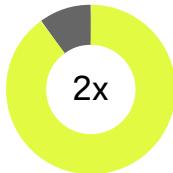
“I could talk forever about the time-saving aspect of Microsoft Dynamics 365. We have so many different departments that work together on the Dynamics 365 platform that it's like the glue that keeps us aligned and in the know.”

Marian Nolletti, Co-Owner, Simon Roofing

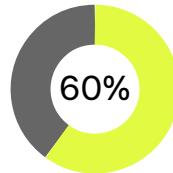


Microsoft experts are here to help you take the next step. Let's talk.

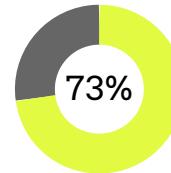
Dynamics 365 saves your people's time and has positive impact on your bottom line



Double the revenue growth of CX leaders vs CX laggards¹



Reduction in gathering, analyzing and reporting of sales data²



Decrease in average service agent handling time³

Our offering

CRM envisioning engagement – your fast route to a CRM transformation

A unique 2-week engagement for your organization to build the business case and provide more clarity on resource requirements, timelines and outputs for a switch to Dynamics 365.

Assessment

Discuss your business priorities and future-state priorities including fit-gap analysis with your current CRM platform.

Art of the possible

Clarify how Dynamics 365 can support all current and future business requirements

Build the plan

Get a board-ready business case with quantified ROI, best practice migration plan and a transparent path to value.

Source:

1. McKinsey & Company. Experience-led growth: A new way to create value. March 23, 2023

2. BizApps customer case studies

3. The Total Economic Impact™ of Microsoft Dynamics 365 Customer Service, a commissioned study by Forrester Consulting. Aug 2020