Dynamics 365 Customer Service
Small Implementation Package

Delivering exceptional customer service doesn't have to mean lengthy, expensive deployments. Western Computer's Small Implementation Package provides a focused, 6-week rollout of Microsoft Dynamics 365 Customer Service—designed for speed, simplicity, and measurable impact.

This 100-hour scoped engagement empowers teams to get up and running quickly with the core functionality they need to manage support requests, streamline service processes, and improve responsiveness. By implementing in smaller, manageable phases, organizations gain faster user adoption, clearer ROI, and less disruption—without sacrificing quality or capability.

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Microsoft Consulting Services
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Western Computer has been ranked as a **Leader** and **#1 in user satisfaction** in the Microsoft Consulting Services category by G2, the world's largest and most trusted software marketplace, for our commitment to delivering exceptional Microsoft-specific consulting services and vast experience in implementing comprehensive Microsoft applications.

What's Included:

- **Six-week engagement** with three weeks of analysis and design, followed by three weeks of system configuration. Clients participate in weekly user acceptance testing (UAT) during development.

- **Environment Setup:** Provisioning of Development, Test, and Production environments to support a structured implementation approach.

- **Core Capabilities:** Deployment of the Dynamics 365 Customer Service app preconfigured with core tables: Accounts, Contacts, Leads, Opportunities, and Activities (Task, Email, Appointment, Phone Call). Includes standard dashboards, out-of-the-box views, and relational data mapping.

- **Customization Scope:** Support for up to 10 custom fields per table, basic calculations or rollups, and one Power Automate flow to automate a core process.

- **Collaboration Tools:** Seamless integration with Microsoft Teams, Outlook (Exchange Online), and SharePoint Online to enable connected communication and document sharing.

- **Enablement & Support:** Includes one-hour training sessions for both end users and administrators. Excel templates are provided for client-led data migration (e.g., importing contacts and accounts). All configurations and decisions are documented in Azure DevOps for future reference.

Why Go Small?

Smaller doesn't mean limited—it means smarter. By implementing in defined, manageable phases, organizations gain better visibility, quicker results, and less disruption. Our approach accelerates user adoption, reduces project complexity, and ensures a clean, scalable foundation for future growth.

With Microsoft's powerful out-of-the-box features, built-in AI capabilities like Copilot, and native Microsoft 365 integrations, your team will be equipped to resolve cases faster, collaborate more efficiently, and improve the overall customer experience from day one.

Why Western Computer :

As a Microsoft Solutions Partner with 30+ years of CRM and ERP experience, Western Computer has helped hundreds of businesses improve customer engagement through digital transformation. Our proven methodology delivers a clear path forward—designed around your needs and built on the power of Microsoft's cloud-first platform.