

Modernizing Enterprise Case Management with Microsoft D365

THE CHALLENGE

Many enterprises rely on **manual processes**, disconnected systems, and **paper files** for managing cases/claims.



**Case Delays
& Backlogs**



**Inconsistent
case tracking**



**Audit Trail
Risks**



**Limited
Visibility**

ZCS SOLUTION

With accelerators & deep expertise, we help agencies go live **faster, reduce risk, and drive better outcomes.**



**Seamless Integration
with Existing Systems**

Customized case types, workflows, dashboards, & reports



Compliance-Ready

NIST, HIPAA, Section 508 & state-specific rules.



**Advanced Reporting
& Analytics**

Real-time case trends, processing times, and bottlenecks.



**Omnichannel Case
Intake**

Accept cases via web, email, mobile, paper scanning, & more.



**Audit Trail & Document
Management**

Complete case history & document linkage.



Case Management
**Built for
Enterprise Success**

KEY TECHNOLOGIES



Microsoft
Dynamics 365
Customer
Service



Power Platform
Power Automate,
Power BI



Azure Entra ID



Document
Management
via SharePoint



Azure OpenAI

A WINNING COMBINATION

Zion Cloud Solutions & Microsoft D365



**Enterprise
Expertise**



**Proven
Accelerators**



**Security &
Compliance First**

**Human-Centered
Design**



**Actionable
Insights**



**Scalability
& Flexibility**



Our Customers

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zoetis



For a personalized
demo of ZCS Case
Management,

Contact us



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KEY BENEFITS



**Faster Case
Resolution**



**Unified
View**



**Data-Driven
Decisions**



**Audit-Ready
Processes**



**Enhanced
Customer
Experience**

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Consultation

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Demo