






Dynamics 365 CRM

Microsoft Dynamics CRM is a fully integrated customer relationship management system designed to help organizations attract, keep and develop, profitable and engaged relationships with customers, prospects, and partners.

MODERN | UNIFIED | INTELLIGENT | ADAPTABLE

BRIGHTPOINT	BRIGHTPOINT	BRIGHTPOINT	BRIGHTPOINT	BRIGHTPOINT
				
SALES	CUSTOMER SERVICE	FIELD SERVICE	MARKETING	PROJECT SERVICE AUTOMATION



Sales

- Pipeline management
- Lead handling
- Predictive sales
- Sales performance



Customer Service

- Inside sales
- Customer support
- Customer life-cycle management
- Customer retention



Field Service

- Includes smart scheduling and routing
- Service call management
- Mobile field enablement
- Optimized resource utilization



Marketing

- Campaign and resource management
- Lead management
- Account based marketing
- Event management
- Sales collaboration



Project Service Automation

- Sales contract management
- Project planning resource management
- Team collaboration
- Time and expenses
- Customer billing analytics & integration

Real-time Connection with
your Business and
Customers

Grow Business | Stay Focused | Win Faster

Customization & Enhancements

- Customizing application to changing business needs
- Mass Change initiative
- Product Enhancements

Support & Maintenance

- Onsite & Offshore
- 24 x 7 Support
- SLA based Req. Mgmt.
- Hot Fixes & enhancements
- Process establishment

Development & Integration

- Dynamics Add on & vertical Solutions Dev
- Data Integration – SAP & SharePoint, Third Party Solutions

Implementation

- Diagnostic
- Analysis
- Design
- Development
- Deployment
- Support

Upgradation & Migration

- Version Upgrade
- Technical Upgrade
- Technical Migration

Staffing

- Seasoned/Certified expert resources to undertake all the MS Dynamics development activities in Offshore / Onsite model

