



CUSTOMER ENGAGEMENT

Powered By  Microsoft

POWER END-TO-END CUSTOMER ENGAGEMENTS ACROSS THE ENTIRE CUSTOMER JOURNEY.

Your business success depends on the experience your customer has with you. This experience is shaped between marketing, sales, delivery, and service customer touch points.

With Customers Insights, organisations gain deeper insights about customers that can drive personalised business processes and experiences across marketing, sales, and service.

ATTRACT, CONVERT & RETAIN YOUR CUSTOMERS THROUGH A PERSONALISED JOURNEY USING AN INTELLIGENT CRM SOLUTION.



Manage Leads & Deals



Track Communication



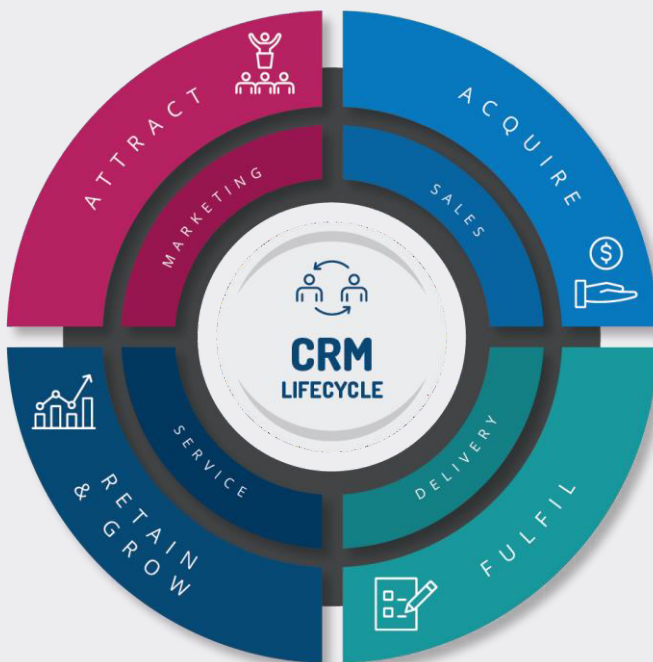
Exceed Customer Expectations



Automate & Grow



Insights & Reporting



WHAT IS CRM?



CRM Strategy

Customer Relationship Management (CRM) strategy helps you streamline processes, build customer relationships, increase sales, improve customer service, and increase profitability.



Why use CRM?

A CRM system helps you keep customer contact details up to date, track every customer interaction, and manage customer accounts. It is designed to help you improve customer relationships and also the Customer Lifetime Value (CLV) and manage the vast amount of data that businesses generate daily.



CRM Technology

Support sales management, deliver actionable insights, integrate with social media and facilitate team communication with a comprehensive cloud-based CRM system that offers complete mobility and access to an ecosystem of bespoke apps.

OUR BEST IN CLASS SOLUTIONS LEVERAGE THE COLLECTIVE STRENGTH OF MICROSOFT DYNAMICS 365 CUSTOMER ENGAGEMENT APPLICATIONS

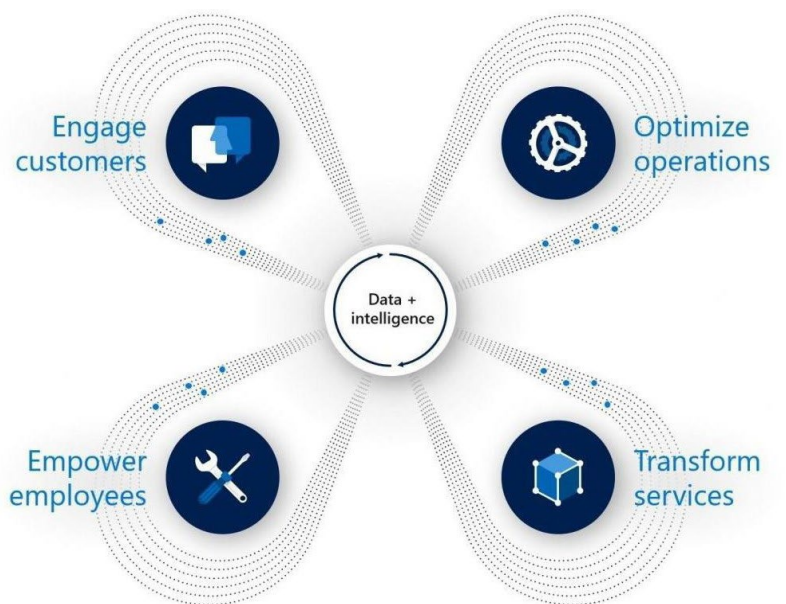
Dynamics 365 and Power Platform form the basis of the most comprehensive set of connected, intelligent business applications in the world today. From marketing to sales, to finance, to talent management, and more, customers need a deep understanding of their business in order to succeed – not just in one department, but across everything.

Built on hyperscale cloud platform with Azure, with inherent intelligence at the app layer, allowing everyone to analyze, act and automate with Power Platform. With Dynamics 365, we have the unique ability to bring together data from virtually any source, whether it's a Microsoft system or not.

For organisations to be successful, they need to digitally connect every asset of their business – optimizing operations, empowering people, engaging customers, and transforming products.

THE DIGITAL FEEDBACK LOOP

We enable any organization to create digital feedback loops that connect an organisation's operations, ensuring their data as a resource is not captive to any one system.



- 1 Data**
Capture digital signal across business
- 2 Intelligence**
Connect and synthesize data
- 3 Action**
Improve business outcomes

CHOOSE THE RIGHT INTELLIGENT CRM SOLUTION FOR YOUR BUSINESS NEEDS

Microsoft Dynamics 365 Marketing
Increase customer demand & convert more leads.

Marketing Dynamics 365 Sales
Win more deals & improve sales forecasting.

Microsoft Dynamics 365 Customer Service
Deliver world-class customer service & improve customer satisfaction to win customers for life.

Microsoft Dynamics 365 Field Service
Get the right technician to the right place at the right time, fixing the problem the first time.

Microsoft Dynamics 365 Mixed Reality
Empower employees and optimise operations with mixed reality applications.

Microsoft Dynamics 365 Customer Insights
Make the benefits of AI and Machine Learning a reality for your business.