



MICROSOFT DYNAMICS CRM CASE STUDY





Who We Are

We help companies to engage on Dynamics CRM platform and clear up many knotty business operations.

The solution we offer ensure downplay the gap and help you strike the legitimate balance between OUR offerings and YOUR needs.

We follow Microsoft Dynamics Sure Step Methodology throughout the implementation life-cycle to define the phases and tasks of the project.

Our tailor-made solution suits every organization as we define the right objectives for development, integration, deployment and support.



What We Do

- ⚙ Consulting
- ⚙ Business Process Mapping
- ⚙ Custom Development
- ⚙ Customization & Integration
- ⚙ Implementation & Development
- ⚙ Application Maintenance
- ⚙ Support & Training



Diagnostic



Analysis



Design



Development



Deployment

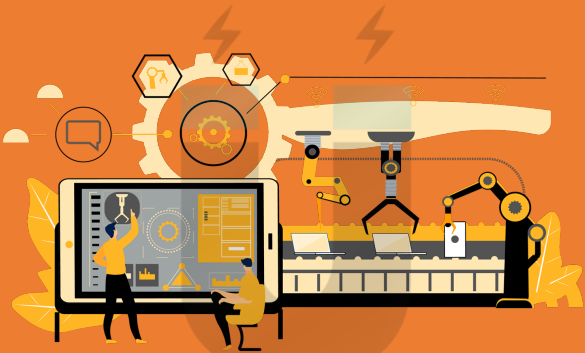


Operation

Finance



Manufacturing



Verticals We Served

Travel



Construction





10+ Years Off-shore development Experience

- ⚙ Expertise on relevant technical areas
- ⚙ Certified Technical Consultants
- ⚙ Well trained professionals to deliver perfection
- ⚙ Flexible business engagement models

Business Models

- ⌚ Time & Material - Offshore
- ⌚ Project Cost - Offshore
- ⌚ Hybrid - Offshore + On-site
- ⌚ Dedicated Full Time – Offshore + On-site



Case Study - 1

FOR ONE OF THE REPUTED FINANCIAL SERVICES COMPANY

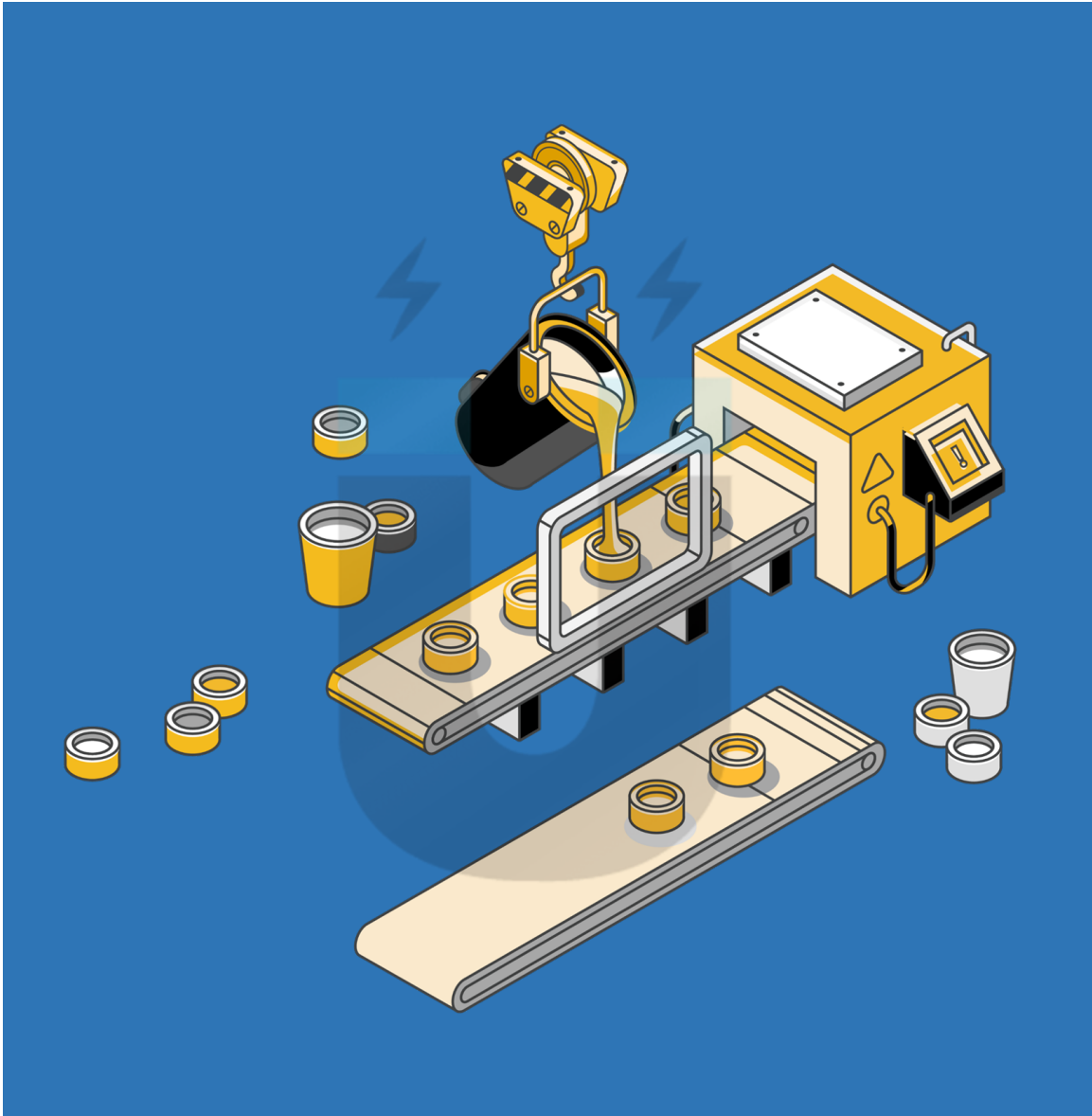
SOLUTION

- ⚙ Repository for Customer Information to enable 360° View
- ⚙ Customer servicing (Multi-channel integration and resolution processes)
- ⚙ Workflows, rules engine & collaboration tools for customer interaction
- ⚙ Integration with Core Systems and Communication Management
- ⚙ Reports, dashboards & straight through processing

KEY BENEFITS

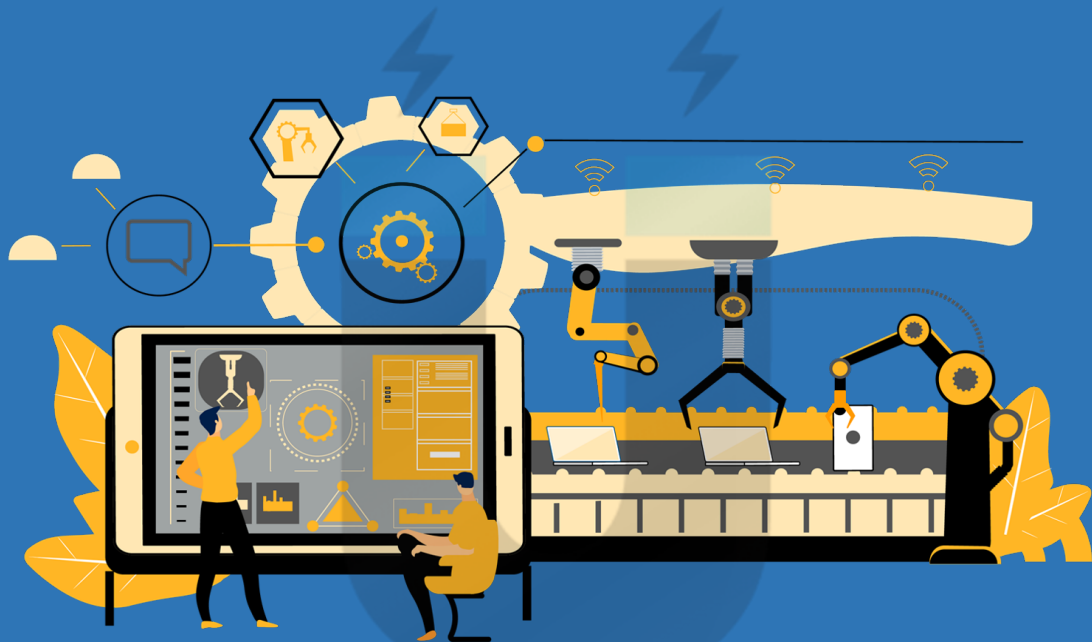
- # 360° view of customer details
- # Financial tracking & proactive client service
- # Easy integration with existing & third-party systems
- # Dashboards & views provides instant status of various activities





**FOR A LEADING
STEEL MANUFACTURING
COMPANY**

Case Study - 2



IMPLEMENTATION

- ⚙ Repository for SPANCOP business process information
- ⚙ Repository for Customer Information to enable 360° view
- ⚙ Workflows, rules engine & collaboration tools for customer interaction
- ⚙ Integration with Microsoft ERP and other systems
- ⚙ Interactive dashboards & reports
- ⚙ Middleware integration for sending text alerts
- ⚙ Internal controls to appropriately enable quick intimations

KEY BENEFITS

- # 360° view of customer Information
- # Accurate financial tracking & proactive client services
- # Easy integration with existing and third-party systems
- # Streamlined one-stop customer servicing
- # Dashboards & views that provides instant status of various activities

Case Study - 3

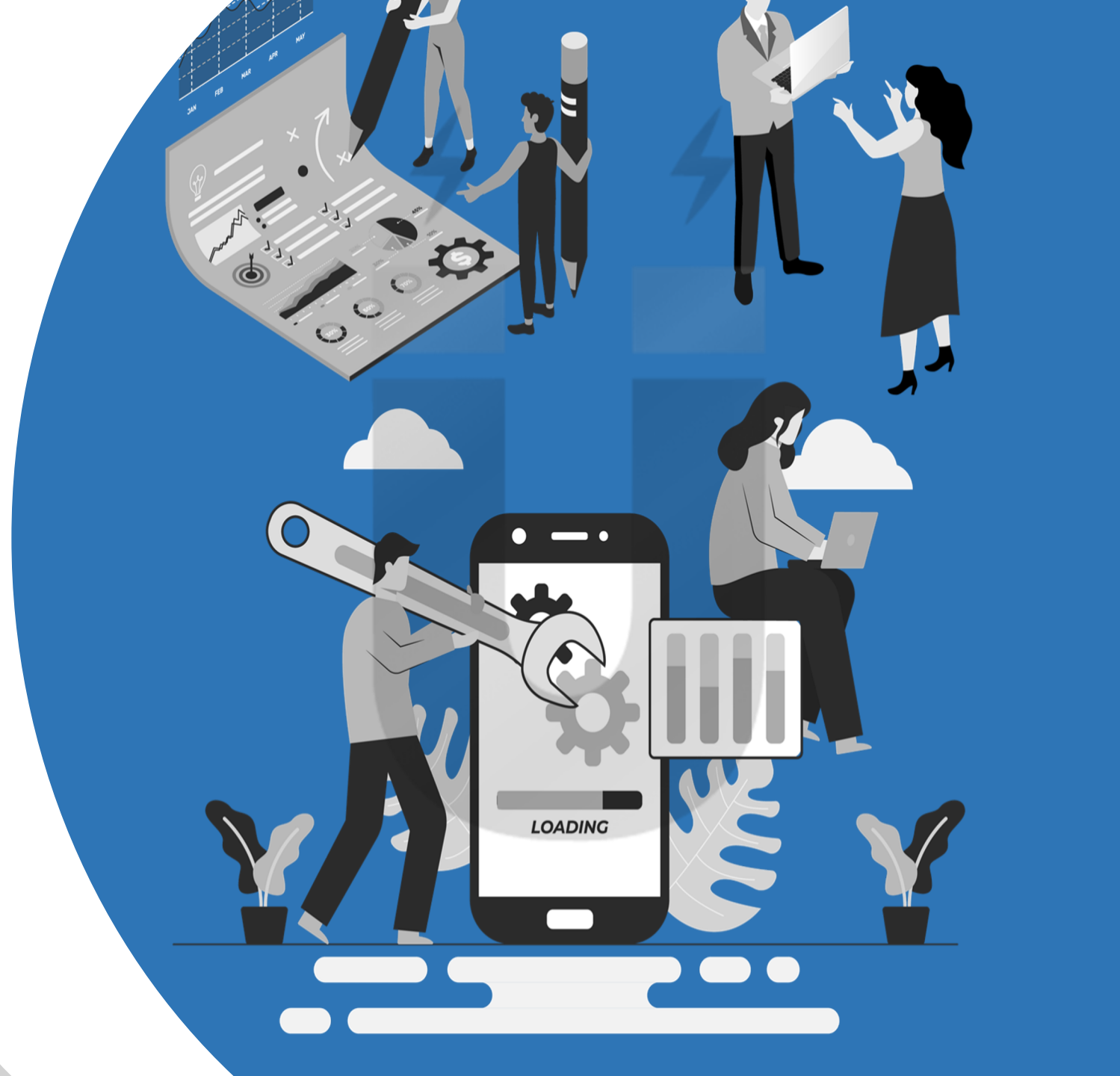
FOR A REPUTED HOME APPLIANCES DEALER IN THE EUROPE

Development

- ⚙️ Mobile application for on-field service engineers

Key Benefits

- ⚙️ Listing of work orders and bookings, specific to field engineers
- ⚙️ List of service requests and services done to help the field engineers closing tickets, appropriately
- ⚙️ Automatic text alerts to customers about service schedule
- ⚙️ Interactive Dashboards & Reports





Thank You

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