

Member Relations for Dynamics 365

Creating Impact on Networking

The optimal control of all business
processes of member organizations.



Executive summary

Value proposition

Roadmap

Target group

Our customers



Executive summary (I)

Value proposition

- Short term ROI by
 - Optimized cycle times
 - Reduced processing costs
 - High degree of automation
 - Early indicators and system generated actions
 - Increase of processing efficiency
 - Higher transparency
- Dynamics 365 as best in class xRM framework
- Dynamics 365 is the only available SRM Tool with an integrated platform and xRM approach



Executive summary (II)

Roadmap

Extended integration capabilities using new Azure Services as part of Member Relations standards

- Business Applications - Customer Engagement
- Business Applications - Business Apps
- Modern Workplace - Collaboration
- Seamless and integrated process



Executive summary (III)

Target Group

- **Public Sector**
e.g. NGOs, Foundations, Unions, Parties, Associations
- **Professional Services**
e.g. Industrial Associations, Lobby Groups, Cooperatives



Executive summary (IV) Our customers



VDE



DAAD

Leopoldina
Nationale Akademie
der Wissenschaften



Member Relations for Dynamics 365

Key features

Key benefits

Functionality highlights

Member Relations for Dynamics 365 (I)

Key features

- Member Management
- Accounting Processes / Contracts
- Project / Event Management
- Board Management
- Management of Subjects & Interests
- Anniversaries & Birthdays
- Public Relations & Distribution lists
- Relation Management
- Portals for members, press, sponsors, VIP



Member Relations for Dynamics 365 (II)

Key benefits – Master Data Management

- Contact management and classification
- Role-specific and hierarchical management and mapping of the data
- Analysis functions for collected data
- Integrated testing and approval processes
- Multidimensional relationship model with graphical display
- Interest management



Member Relations for Dynamics 365 (II)

Key benefits – Office Communication

- Creation of serial letters and serial E-mails
- Time recording and appointment management
- Task management
- Extended reporting functions
- Online portal for members, community, press, VIP, employees



Member Relations for Dynamics 365 (II)

Key benefits – Interfaces

- Support for input devices such as smartphones, tablets, terminals, PCs, etc.
- Connection to external data sources: e.g. Zimpel Online and kuerschner.info
- Seamless integration into existing workgroup and collaboration platforms
- Datev-compliant booking export, SEPA data medium exchange
- Module integration of Business Intelligence, CMS, Social Media, Marketing



Member Relations for Dynamics 365 (III)

Key benefits – automated processes

- Address generation according to the BMI standard and DIN 5008
- Dynamic and static distribution lists based on cross-entity searches
- Data Clearing Processes and Automations
- Freely definable validities incl. automatic update function
- Historical presentation of all functions / roles / offices / awards
- Granularly configurable authorization concept for separating user department specific data and information
- Freely definable, hierarchically structured interests and topics
- Planning and administration committees and meetings directly from Outlook



Member Relations for Dynamics 365 (IV) Functionality highlights – xRM platform

- Cloud-based Microsoft platform architecture
- CRM with full Outlook integration
- Microsoft marketing tools
- Business intelligence
- Predictive analytics
- Proposal generation via app (Open as App)
- Online scalability
- Intuitive Microsoft Office user interface
- Comprehensive search and analytics tools
- Microsoft Office export functionality
- Third-party systems interfaces



Member Relations for Dynamics 365 (V) Functionality highlights – CMS frontend

- Dynamics 365 integration
- Intuitive user interface
- Responsive design
- Mobile design
- Comprehensive SEO implementation
- User-level management
- High level security standards
- Wide range of functionalities
- No license fee
- CI-compliant design and templates



Member Relations for Dynamics 365 (VI) Usability

- Familiar and intuitive interface (Microsoft Outlook and Office work environment)
- Automated processing of standardized management operations
- Comfort functions such as address validation and address verification to BMI standard

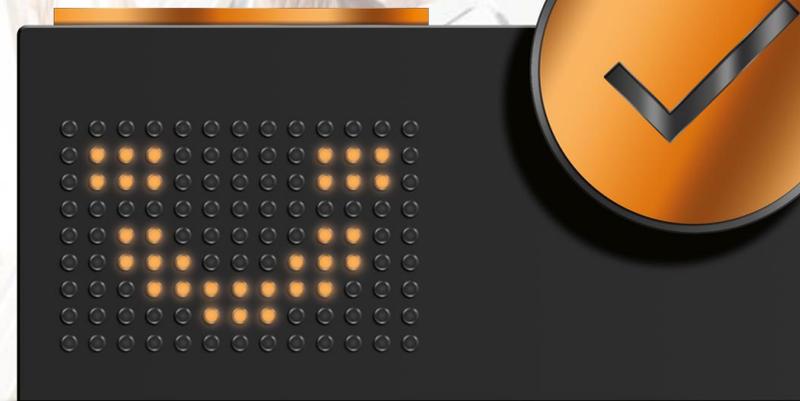


Member Relations for Dynamics 365 (VII) Performance

- Relief from routine tasks, increasing productivity
- Improving relations with multipliers (eg. politics, media)
- Higher degree of crosslinking, faster information exchange network



52	16	301	421	92	18	925	12
74	10	108	213	89	12	834	14
34	21	201	671	23	13	982	10



Member Relations for Dynamics 365 (VIII) Quality

- Improve service quality and enhance the service level
- Reduced errors by standardizing
- Higher employee and member satisfaction



Anywhere.24

About the company

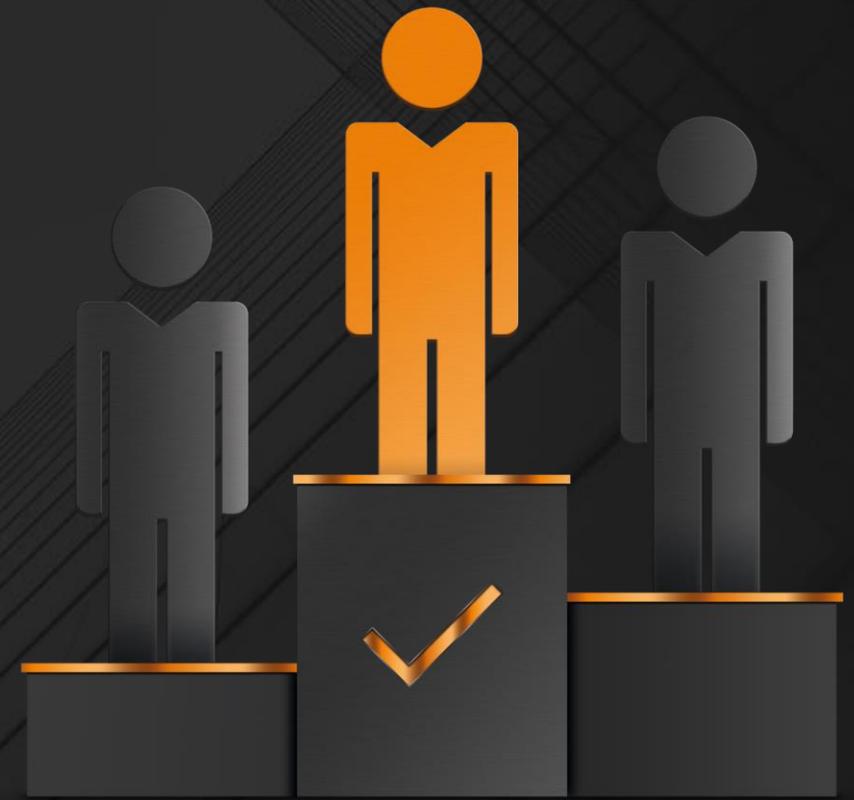
Anywhere.24 – The xRM Specialist!

The Anywhere.24 group is developing sustainable relations between organizations, processes and technologies.

The Anywhere.24 company philosophy follows the motto „**Creating Impact**“ – achieving lasting added value for our customers.

„Perfection is achieved, not when there is nothing more to add, but when there is nothing left to take away.“

Antoine de Saint-Exupéry



Anywhere.24 – Part of the Acando Group

ACANDO

2000 employees

5 European countries

240 Million Euro revenue

NASDAQ OMX Nordic

1982 founded



Anywhere.24 – Our practice areas



Digital Strategy and Transformation

How will I design the digital future?



Customer Experience and Commerce

How will I engage my customers?



Digital Workplace and Collaboration

How will I work in the future?



Digital Delivery Management and Services

How will I work more efficiently?



Smart Life

How will my life change in the new digital world?

Anywhere.24 – Solutions for Dynamics 365

Supplier Relations

Creating Impact on Procurement & Supply Chain

Insurance Relations

Creating Impact on Risk and Claim Management

Brand Relations

Creating Impact on Media Sales

Event Relations

Creating Impact on Events & Fair

Member Relations

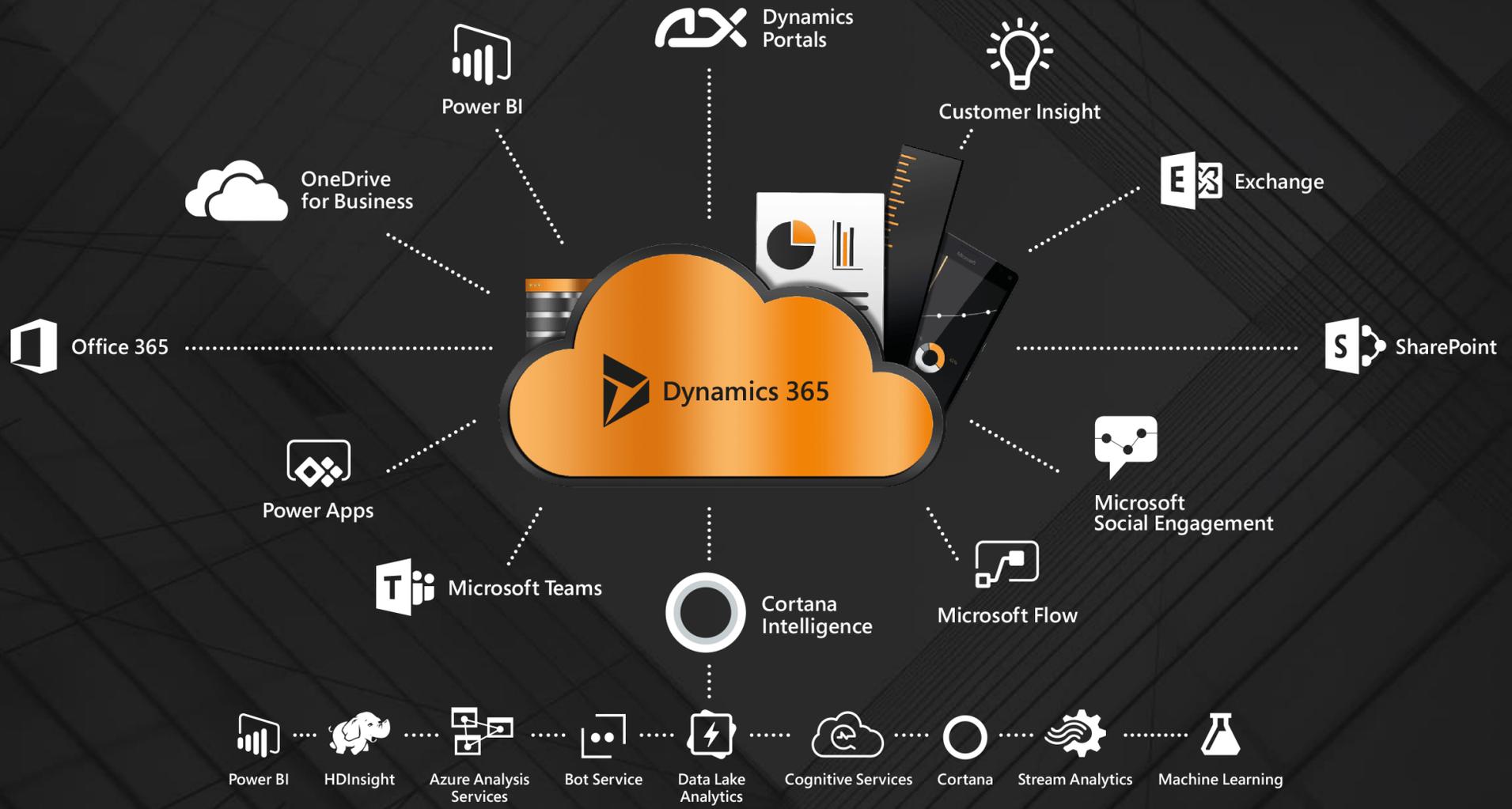
Creating Impact on Networking

Predictive Relations

Creating Impact on Data Analytics and Science



Empowering Cloud Value



<http://member-relations.com>



Thank you for your attention!