



Enable always on, always  
exceptional service



Gold  
Microsoft Partner



# Forces driving change in the service industry



35% of the customer service workload will be done through some form of remote work by 2023<sup>1</sup>



85% of customer service interactions will start with self-service in 2022, up from 48% in 2019<sup>2</sup>



Organizations and customers are more concerned about employee health and safety as a result of the pandemic



Customer expectations continue to rise





# New challenges for service leaders



Adapting to meet customer demands while managing a distributed workforce



Managing customer interactions across multiple support channels



Responding to increasing customer expectations while managing your resources



Keeping employees and customers safe and healthy



Aging systems with disparate data and legacy service features



# Dynamics 365 perspective on always-on service

## Scalable



Meet changing customer demand, anywhere, anytime

## Integrated



Deliver connected and empathetic customer experiences

## Optimized



Drive action with proactive service and resource optimization

## Efficient



Empower employees with the right tools at the right time

# Our perspective on improving business outcomes



Maximized investment in solutions that scale



Increased customer retention rate



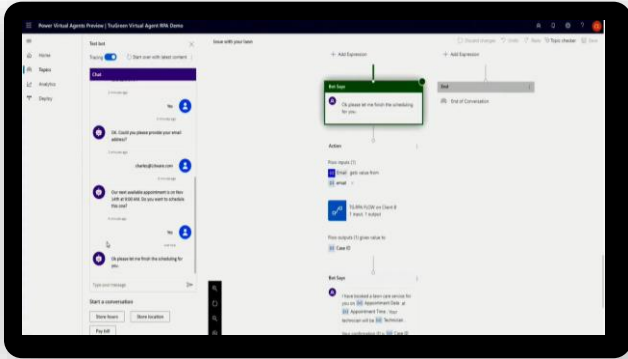
Increased first time fix rate



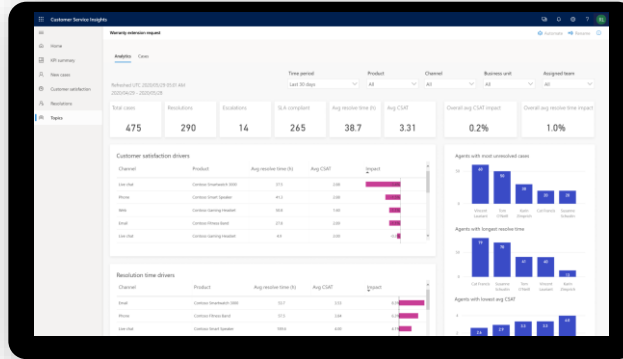
Decreased employee turnover



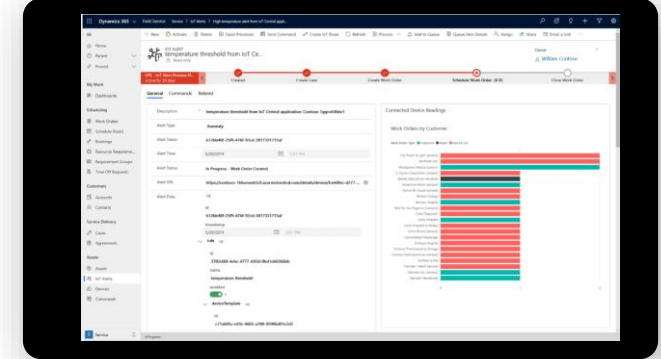
# Scale to meet customer demand anywhere, any time



Automate tasks to streamline customer engagement and workflow processes for more efficient operations



Glean AI-driven insights and analytics tied to key metrics to identify opportunities to improve organizational efficiency



Remotely monitor customer assets using connected devices to enable predictive maintenance





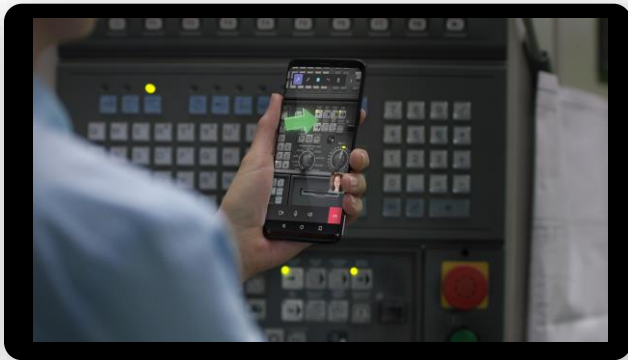
"This is incredible for us as an organization to have a system in place that allows us to scale up our services and react to demand so quickly."

Holly Brown, National Lead for Systems and Process Improvement

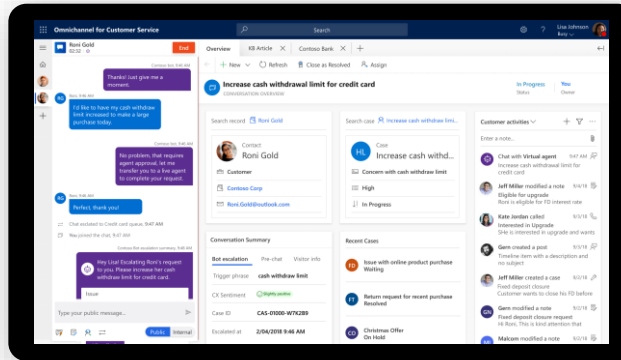




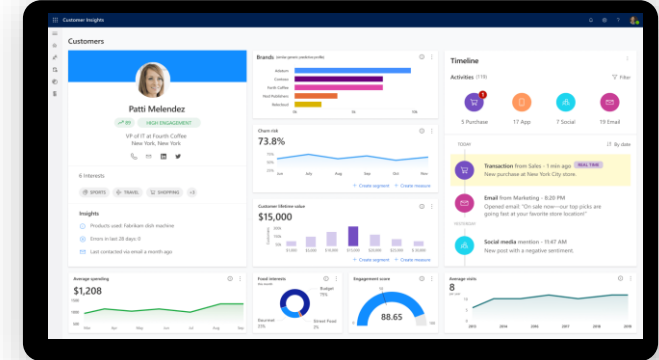
# Deliver connected and empathetic customer experiences



Enable virtual interactions by leveraging mixed reality for in-world, in-context problem resolution



Personalize customer service engagements with 360-degree views of the customer and real-time sentiment analysis



Leverage customer insights to reduce churn for at-risk customers and strengthen loyalty with high-value customers



"In March, we had a hospital full of Covid-19 patients. If our staff are ill they can transmit disease and they are unable to provide expert medical care.

It [HoloLens and Dynamics 365 Remote Assist] solved a major problem for us during a crisis, by allowing us to keep treating very ill patients while limiting our exposure to a deadly virus.

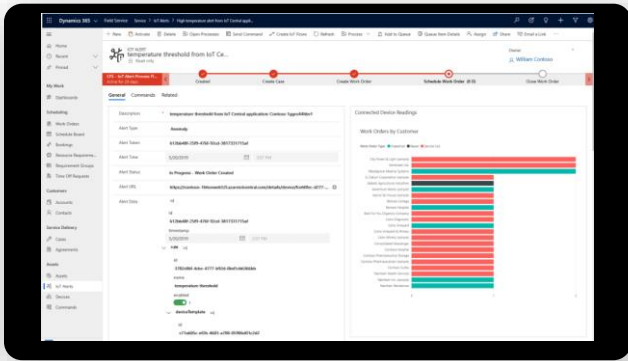
Not only that, it reduced our PPE consumption and significantly improved the efficiency of our ward rounds."

*Dr. James Kinross,*

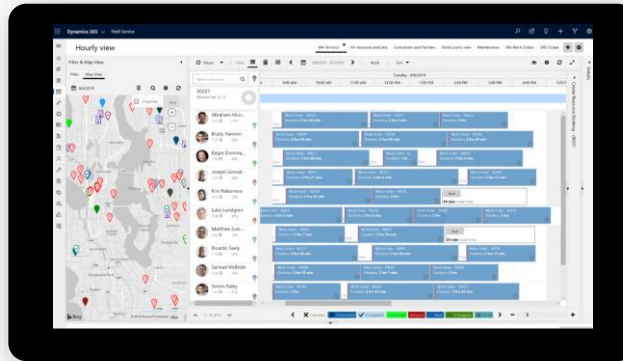
*Consultant Surgeon and Clinical Senior Lecturer in Colorectal Surgery,  
Imperial College London*



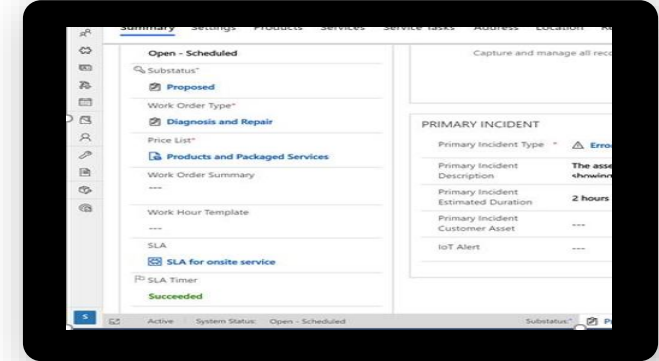
# Drive action with proactive service and resource optimization



Enable proactive maintenance with IoT signals and AI based suggestions



Dispatch the right technician with the right skills using AI enabled scheduling & resource optimization



Deliver exceptional customer experience with personalized surveys, portals and notifications



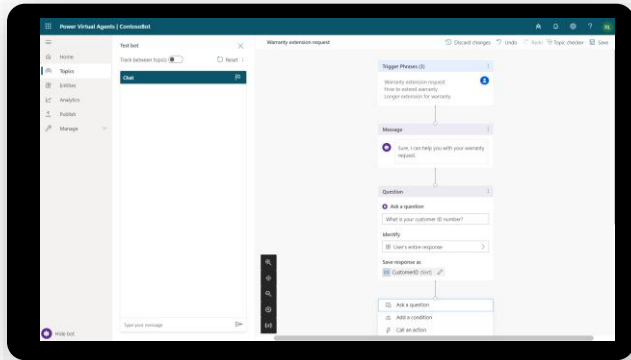


"The things we can do with Dynamics 365 right now are above and beyond. We've used it to transform the way we operate, and now we respond to customer issues faster."

*Paul Spruiell,  
Vice President of Group Operations West,  
NAVCO*



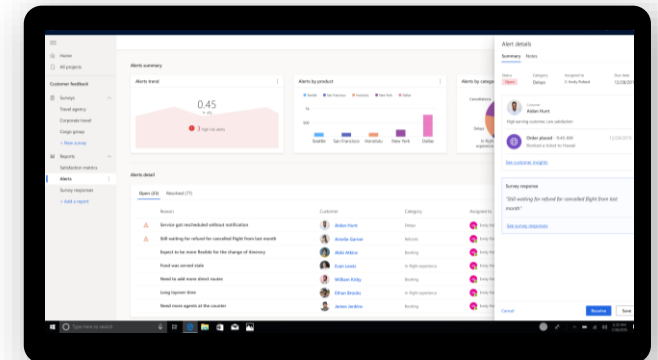
# Empower employees with the right tools at the right time



Implement a digital employee assistant to help recommend next best actions and resolve cases faster



Solve problems faster by calling in remote experts, helping organizations to reduce cost and increase efficiency



Listen to employee feedback and activate insights to improve employee experience and proactively resolve issues



With Remote Assist, Arla was able to keep the food supply running at 60 production facilities and ensured the safety of the employees at the production facilities and those quarantined at home.

"Arla maintains critical food supply and ensures the safety of employees during COVID-19."

Stig Thomsen, Senior Product Manager





# Accelerate getting started with Dynamics 365

## Act Now



Schedule a virtual or onsite briefing to help define your business need



Engage with Microsoft and a partner for an "In a Day Workshop"



Start a proof of concept



# Thank you

