

# Dynamics 365 (CRM) for Social



Automate • Engage • Transform

**Total eBiz Solutions Pte Ltd**



# Dynamics 365 (CRM) for Social - CareSenz

## Challenges

- 1) Limited visibility of interaction between community members such as volunteers, donors, beneficiaries and the NPOs themselves
- 2) Unable to have personalized interaction with different members of the community
- 3) Lack of analytics about the impact that the NPO is making in the lives of beneficiaries and providing insights to community members to broaden their outreach
- 4) Plenty of time and resources are spent on paper-based, manual processes



## Solution Provided

- 1) A one-stop cloud solution, single source of truth  
360 ° view of members, redundancy is eliminated  
Automated processes with no paperwork
- 2) Simplified member management for different roles  
Personalized communication to all community members  
Follow-ups are automated through mobile notifications resulting in efficiency and reducing manual work
- 3) Easy analytics and insights to improve the effectiveness of NPO's objective
  - Analysis of the impact that a donor makes in the life of a beneficiary
  - Volunteer interest analysis
  - Analyzing the success of events and fund-raising programs
- 4) Our End-to-end automated solution makes their limited human resources more productive

**CareSenz is available on cloud and on premise with the flexibility of fully-owned or SaaS model.**

## Social Impact

CareSenz helps bring about the most positive benefits for NPOs and helps them bridge the gap between their vision and performance.

CareSenz helps NPOs overcome their conventional operational issues by leveraging technology in the most impactful way possible and enhance their operations so their organizational performance serves their overall mission.

With CareSenz, NPOs have access to community data- **Anytime, Anywhere** which helps them **ProAct, Act** and **React** to serve the needs of community members, efficiently.

# Dynamics 365 (CRM) for Social - CareSenz



TeBS empowers non-profits with technology and helps them build strong transformative digital strategies with the strong technology partnership from Microsoft.

[CareSenz](#) is a robust, seamless, collaborative and interactive tool that connects NPO initiatives, Employees, Volunteers, Beneficiaries and Donors on one common platform. It offers omni-channel access through mobile apps, online portals, and AI-powered chatbots.

## Salient Features

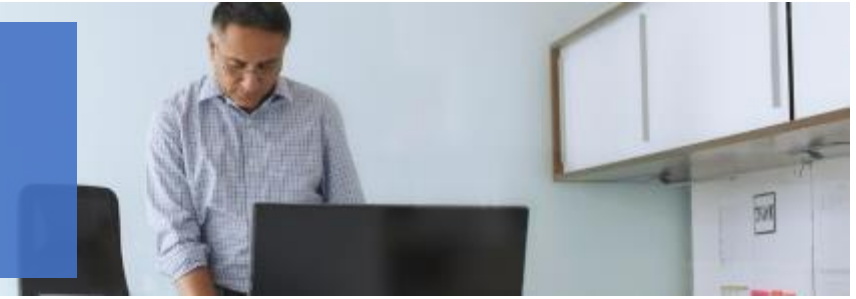
**CareSenz** – Executing NPO Operations for real, measurable performance

CareSenz is an innovative Digital solution built on [Office 365](#), [Dynamics 365 CRM](#), Power BI and [Azure Cognitive](#) platform. It is available anytime, anywhere as a mobile app and on an online portal. It also has chatbots (MS Bot technology) to reduce cost on customer engagement and interaction.

- Single source of truth
- Plug Play Modules
- Configurable according to customer needs
- Faster deployment and easy maintenance
- In built analytics and insights
- Follows a Pay-As-You-Use model (fully-owned or SaaS model)
- Extended solutions for education, healthcare, child care, social care

Contact us to learn more about how TeBS team has been able to successfully design, deploy and implement CareSenz on CRM/XRM for customers needs!

# Dynamics 365 (CRM) for Social - CareSenz



TeBS is a **Microsoft Gold Partner** who has deployed several Dynamics CRM/XRM for Non-Profit Organizations (NPOs) with successful CareSenz implementations across Singapore.

## Solution Alignment

### Experienced Dynamics CRM/XRM partner

Total eBiz Solutions has won Microsoft Singapore Partner Awards thrice in a row: IoT Partner of the year award in 2016 Technology For Good award in 2017, Dynamics 365 Customer Engagement Partner and Technology for Social Impact Awards in 2018 and 2019 Partner Recognition for Technology for Good.



### Experience Microsoft Partner

Total eBiz Solutions Pte Ltd (TeBS) is a Microsoft Gold Partner with proven expertise with MS technologies across public, private and NPO sector.



### Proven System Integrator (Singapore)

Over the past years, we have a pool of customer references who have leveraged on CareSenz on Dynamics CRM/XRM deployment services journey with us. Their proven approach will ensure disruptions are minimized.

