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Gold
Microsoft
Partner



Gold Enterprise Resource Planning
Gold Application Development
Gold Cloud Productivity
Gold Small and Midmarket Cloud Solutions
Gold Cloud Business Applications

'08, '09, '10 & 2011
PRESIDENT'S CLUB
for Microsoft Dynamics

2010 INNERCIRCLE
for Microsoft Dynamics

- 2019

- 2012

Microsoft
Partner Of the
Year Winner

Sales Force & Services Automation for ISPs



Segment: ISP,
Cloud solution provider

Business Context

- Sales process for ISPs to help for tracking end to end sales cycle, check ROI of the deal for profitability and calculations, Customer services to enhance customer experience via Portal integrated complaint management and real time responses.



Microsoft Solutions Used

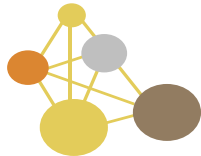
Azure



Business Applications



PowerApps



AI and ML



Microsoft 365

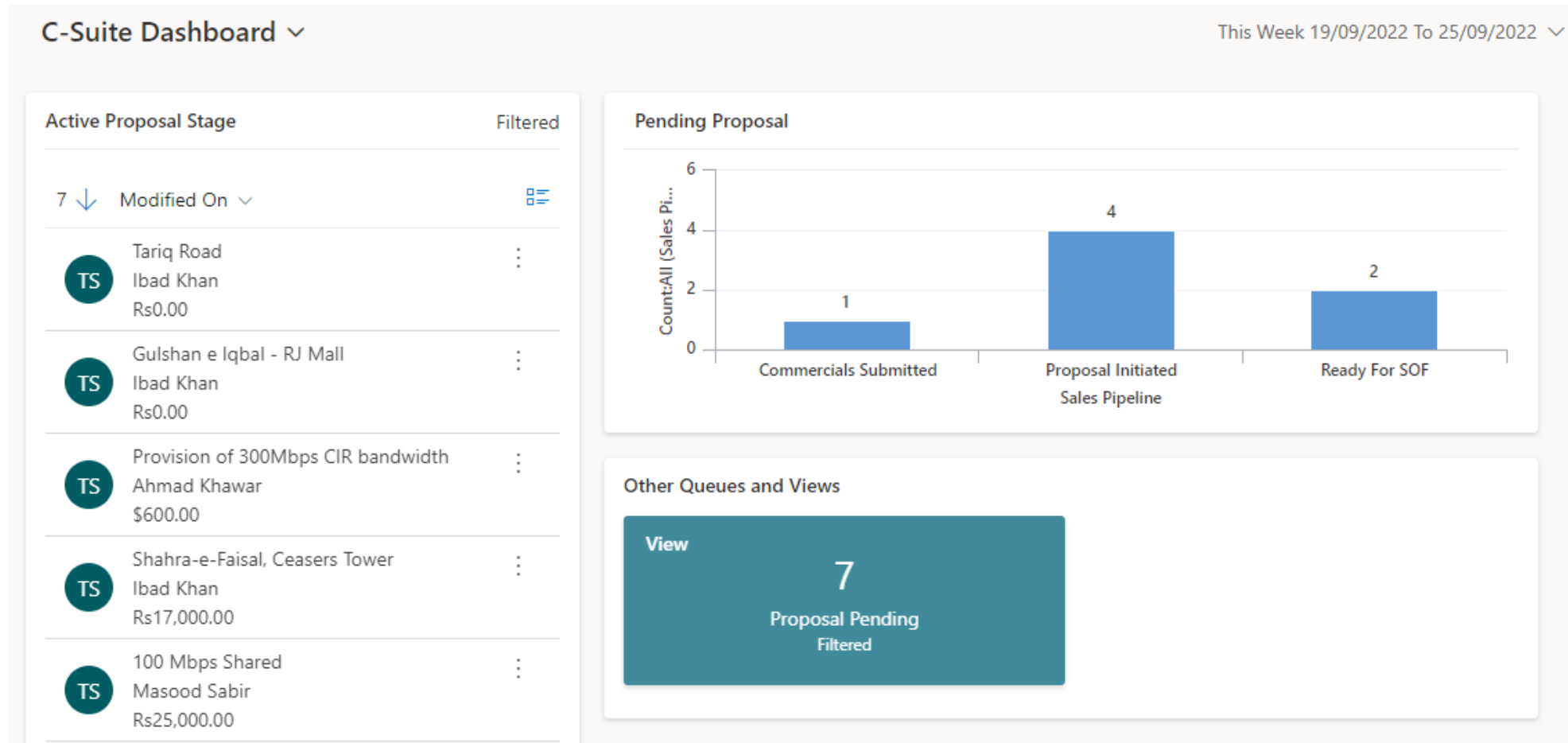


Scope of Work

- Customer Management
 1. Service Request Forms
 2. Proposals
 3. Service Orders
 4. Deployments
 5. Customer Services
- Ticket Management
 1. Ticket creation with reference transaction.
 2. Auto routing to relevant department
- Integration
 1. Custom Portal



End User Experience



Standalone/Seeded

Maison Sales Force & Services Automation for ISPs can be deployed standalone on-premises or on Cloud.

