

# Customer Engagement

*Optimizing your operations, collaboration and customer contact*



## Overview

The applications your customers access to research, educate, design and purchase your products have never been more relevant. It is no longer acceptable to not have online, mobile, integrated and accessible solutions to support your customer's business objectives.

Using **multi-channel relationship management tools**, you can connect with your customers, prospects and employees to track touchpoints, build loyalty, and nurture relationships across the organization. By leveraging the right tools, you can empower your employees to collaborate seamlessly with each other and optimize their business processes.

## Customer Engagement Solutions

- **Communications & Mobility**  
Your employees are rapidly evolving to using multiple devices, working remotely. Simplify your approach into one, fully integrated platform so you don't miss a beat.
- **Customer Relationship Management**  
Imagine the quality of service you can provide with easily accessed customer data, and streamlined relationships within your organization.
- **Enterprise Content Management**  
Let's improve search, workflows and collaboration - all by leveraging tools you probably already own.

### Technologies

Azure  
Dynamics 365  
Office 365  
SharePoint  
OneDrive for Business  
Microsoft Teams  
ClickDimensions  
PSIGEN  
K2