Go from risk inputs to insights

Microsoft Dynamics 365

Using Customer Voice with Grant Thornton

We empower organizations to efficiently and effectively gather and analyze risk assessment and monitoring data through well-designed surveys, automation, and dashboards. By combining Customer Voice surveys with the Power Platform, we unlock the ability to get an input from a specific person based on a specific event or gather feedback from thousands of globally distributed stakeholders at a regular cadence – and everything in between.

Core capabilities

Risk assessment

Set up a Customer Voice-powered solution to automate information gathering, consolidation, and reporting for risk assessments. Configure scenario-based business rules that reduce back-and-forth and improve data quality. Automate data preparation and consolidation tasks and go seamlessly from inputs to insights.

Continuous monitoring

Expand on your existing outreach and assessment capabilities by automating requests for periodic data refresh. Using Power Automate, periodic audits can be initiated with (or without) the push of a button, keeping key risk management insights fresh and relevant.

Automated follow-ups

Define specific business rules for survey follow-up cadence and communication that will happen in the background without manual intervention. Enable real-time visibility into response completion and timeliness. Define and automate escalation communications based on status.

Dynamic dashboards

Enable powerful, intuitive analysis of assessment data through dynamic interactive Power BI dashboards and reports. Allow risk professionals a visual representation of assessment data that will uncover otherwise hidden patterns and anomalies in the data and uncover your biggest risks more efficiently and effectively.

Build trust

Inspire confidence in assessment results using a fully digitized and automated end-to-end solution. Easily trace lineage of assessment data to the source, including timestamps of when requests were made and responses were provided. By minimizing human data handling, stakeholders can be confident that their inputs were recorded completely and accurately.

Why Grant Thornton

To fully understand and effectively act on the range of risks across your enterprise, you need to rely on comprehensive skills and experience with access to the latest knowledge and leading practices. We help our clients understand their business risks, and we assist in addressing risk in both proactive and responsive contexts. We deploy our diverse pool of controls professionals, compliance specialists, security professionals, and risk consultants with industry depth to meet the complex requirements of our client programs.

We work with our clients to provide the optimal team and resource structure to accelerate program execution. Our goal is to ensure we start with the benefits-realization objective to drive the most effective and value-enhancing engagement model for our clients.
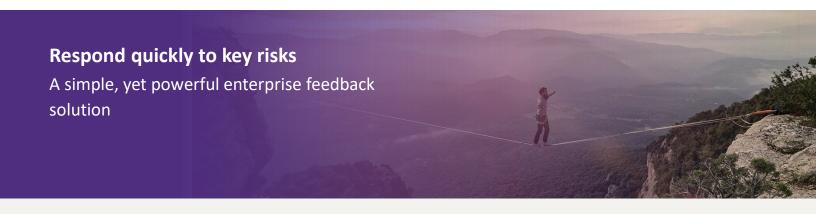
Learn more

Ethan Rojhani

Partner, Advisory Services
T +1 303 813 3478
E ethan.rojhani@us.gt.com

Grant Thornton

Microsoft Dynamics 365 Customer Voice

Respond quickly to key risks
A simple, yet powerful enterprise feedback solution

Close the feedback loop with Dynamics 365 Customer Voice

Connect with your stakeholders. Solicit feedback from key employees across channels

Centrally collect solicited and unsolicited feedback

Analyze structured and unstructured feedback

Distribute insights across the organization; close the loop with stakeholders and employees

Act on data-driven insights and monitor progress continuously

Why Microsoft Dynamics 365 Customer Voice?

Capture feedback instantly
- Ready to use templates
- Easy to personalize
- Send surveys at scale
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Integrate data for deeper risk insights
- Built-in integration capabilities with Power Platform applications
- Automate surveys along a risk assessment lifecycle
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Drive action with real time feedback
- Built-in alerts
- Powered by AI
- Follow up with next best action.

Learn more: https://aka.ms/customervoice