



An HCL Technologies Company



## POWEROBJECTS AND DYNAMICS 365:

### TRANSFORMING CUSTOMER SERVICE DELIVERY IN THE FINANCIAL SERVICES INDUSTRY

PowerObjects offers a scalable and customizable Financial Services solution that leverages Microsoft Dynamics 365 and the full suite of related Microsoft Business Applications to optimize customer service capabilities.

#### KEY BENEFITS OF A POWEROBJECTS SOLUTION:

- Service agents can **anticipate customer needs** by having a complete understanding of customer account information, interaction details, preferences, and history – all in one platform.
- **Boost client loyalty** and renewal rates with efficient claims resolutions, quicker inquiry handling, and proactive customer service.
- With **access to real-time customer information**, sales agents easily build lasting customer relationships and deliver tailored advice and accurate service.
- Cut operational costs by **minimizing administrative tasks** with an intuitive interface.

Customers today have incredibly high (and constantly increasing) expectations for flawless execution of service and delivery. This is challenging companies to shift the way they interact with consumers. As the definition of customer service continues to evolve, it is indeed consumer behavior that is driving the transformation.

That's why it's more important than ever to have the right tools and technology in place to help meet these changing needs. With Dynamics 365 for Customer Service from PowerObjects, your financial services organization can leverage built-in intelligence that consistently delivers faster, more personalized service to your customers. Our solutions provide a guided, intelligent way to leverage Dynamics 365 to help accelerate case-solve rates, reduce escalations, and automate resolutions of high-volume casework – thus freeing up agents for higher-value interactions.

## FOUR PILLARS OF SUCCESS



100% focused on providing end-to-end **SERVICE** for Dynamics 365 with the power of Business Applications



Offering responsive and on-demand **SUPPORT** for Dynamics 365 and Business Applications



#1 Partner in the world for Dynamics 365 and Business Applications **EDUCATION** and training



Over 30 PowerPack **ADD-ONS** to enhance the functionality of Dynamics 365

## KEY CONTACT CENTER CAPABILITIES:

Every financial services organization has a customer care contact center. PowerObjects has implemented hundreds of solutions for contact centers and understands the unique challenges they face. We develop tailored solutions that enable contact centers to handle more interactions and provide an optimized customer experience.

### Improve Customer Acquisition and Retention

Achieve high-performance, omni-channel service by addressing all three key areas of success: people, process, and automation. With Dynamics 365, your team of service ambassadors will delight your customers and forge long-term relationships.

### Improve User Adoption

Microsoft's stack of applications provides a unified and intuitive platform that empowers employees to adopt the technology, enabling them to easily engage with customers and improve service levels and responsiveness.

### Integrate Seamlessly with Existing Technologies

Beyond the obvious integration with tools like Outlook, Dynamics 365 for Customer Service also connects seamlessly with our 30+ PowerPack tools designed to help enhance CRM capabilities and provide enhanced functionality and efficiency.

### Innovate and Adapt

Dynamics 365 for Customer Service allows your organization to build custom solutions – focused on Customer Service – that uniquely address your business needs while embracing the technologies of the future.

## WHY POWEROBJECTS?

We leverage Microsoft Dynamics 365 and the Microsoft cloud to drive intelligent business value to our Financial Services clients. Our approach is to find the best collection of Microsoft tools – Dynamics 365, Power BI, PowerApps, Flow, Azure, Office 365 – to craft the ideal client solution. PowerObjects is committed to delivery of global thought leadership in the Insurance space and we bring a laser focus on support and education to every engagement.



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866.770.3355  [powerobjects.com](http://powerobjects.com)

