NDIS CRM in Power Platform: A Cloud Solution for Managing Participant, Representative, and Staff Information

ABOUT SMART APP BUSINESS SOLUTIONS

Smart App Business Solutions helps businesses to perform their business tasks using a single system in Microsoft Dynamics 365 Platform. We help businesses breaking data silos and form a unified system to access business information from anywhere, anytime and any device in Single Sign-On with Microsoft 365.

See what customers are saying:

"Smart App Business Solutions has given us a solution to access our CRM with all NDIS participants information in Single Sign-On with Microsoft 365. We are also impressed with the way they automated template data populated from Dynamics 365 and email automation. Our information, documents and communications are all in one place now.""

– Hasan Muse, Operational Manager, StarLight Care

WHAT WE OFFER

We built this CRM solution with NDIS providers' requirements on mind. It enables them to manage participant, representative, and staff information. It simplifies everything from participants/clients' onboarding to storing their information and accessing them from a centralized home.

The providers can keep their information and related documents in a single location and access anytime, from anywhere, and any device. We automate all types of forms the providers use for compliance and contract agreement.

The providers can communicate directly with participants and representatives from the CRM itself.

It seamlessly integrates with Microsoft 365 Suites such as SharePoint, Teams, Outlook, etc. With our CRM, get rid of all your manual/paper works and duplication.

Why Dynamics 365?

Modern applications

Modern applications that deliver new experiences and connect with a business' existing systems to allow organizations to digitally transform their way. Applications that use mixed reality, the ability to take an application that overlays on the reality in front of the user, that guides them through a business process like never before. Connect to information from social networks, mobile devices, and micro-applications to drive intelligence and inform a more effective business process.

Unified data and processes

Unified data and processes that enable business without silos. Centralized data enables disparate groups to work together effectively with a single, trusted view of processes, relationships, and data. Data connectors allow thousands of systems to bring their data to a single network.

Intelligence that delivers

Intelligence that delivers actionable insight. Data in the new world includes social, relationship, and productivity information in addition to insights generated by business systems. The right solution requires a unified approach that allows companies to automatically leverage their data to decide and act in real-time with expanded analytics, predictive algorithms, and automated AI.

An extensible environment

An extensible environment that enables change. The right solution establishes a data, communication, and application environment that makes it easy to evolve and extend existing business operations, while introducing technologies that enable users to create solutions where no solution exists and to expand data analysis.

Microsoft Dynamics 365

Transform on your terms with Microsoft Business Applications. Enable people to do their best work. Gain actionable insights. Thrive with solutions expressly built for change. Unlock next.

WWW.MICROSOFT.COM/DYNAMICS365

Key use cases

Sales
Respond to changing business requirements with a flexible platform to rapidly create new solutions and ensure old solutions are never truly finished.

Service
Understand your customers better and respond more quickly by accessing internal and external relationship data.

Finance and operations
Increase your return on investment with Microsoft's agile and efficient cloud solution.

Talent
Extend your virtual team and coordinate faster with a consolidated view of team members, activities, and responsibilities.

Marketing
Gain end-to-end visibility by connecting data from external markets, social, and legacy sources.