



Earn Customers for Life with Dynamics 365

Our experts are here to help you grow your business by:

- Delivering proactive service
- Optimizing service with actionable insights
- Empowering teams with tools for increased productivity
- Personalizing customer service experiences
- Providing self-service support
- Earning customers for life

Build a better future

With the increasing shift to digital technology, it is more important than ever to have a personalized, seamless, end-to-end customer experience that will help you earn customers for life. It is also essential to empower teams with tools for increased productivity and optimize services with actionable insights.

In this new reality, how do you envision the future state of your organization? Build your transformation strategy with Microsoft Catalyst, a proven and powerful approach to innovation.

Let's ideate together

As part of Catalyst, meet with our experts for a personalized pilot, where we can ideate together using design led thinking concepts and jointly define how to enable the digital transformation of your organization.

This pilot starts with a review of your business objectives, followed by creation of a personalized pilot using your data so you can visualize the solution, ending with a clear, actionable picture of how we can help you reach your business goals.

How Rand Group can help

Our team of industry specialists, computer scientists, process improvement experts, and data scientists have been driving real business results since 2003. With over 500 clients and 2,500+ successful engagements we are committed to helping people use technology for business success.



Dynamics 365 Customer Service Pilot

What is Microsoft Catalyst?

Build, plan, and execute business transformation strategies with a proven, innovative approach from Microsoft Catalyst—an envisioning and planning program that employs Microsoft Dynamics 365, the Microsoft Power Platform, and the Microsoft Cloud. Your business transformation starts with an I.D.E.A.

Start by finding the transformation strategy that's right for you. Define and prioritize your strategy using development activities, then foster ideation and drive decision making with an envisioning workshop.



Inspire

Imagine a future state solution for your business

Design

Discover what's possible by aligning technology investments to business goals

Empower

Empower others in your organization to see the value

Achieve

Achieve business outcomes and improved customer experiences

➤ Envisioning Workshop

➤ Business Value & Solution Assessment

➤ Solution Demonstration

➤ Transformation Plan

For more information visit: <https://dynamics.microsoft.com/en-us/microsoft-catalyst/>

Microsoft Dynamics 365 Customer Service Pilot

Join us for a personalized pilot of Microsoft Dynamics 365 Customer Service so you can visualize how you can transform your business. We will begin with discovery of your current customer service processes and challenges, focusing on understanding your unique business challenges and needs. Next, we will create a personalized pilot environment including data, transactions, and processes relevant to your business. We will then run a live pilot simulation to demonstrate to key stakeholders how Dynamics 365 Customer Service can help mitigate your current business challenges.

Get Started

Request a Customer Service Pilot today!

Contact Rand Group at info@randgroup.com

