

CLUSTER REPLY

www.clusterreply.eu



**Cluster Reply helps customers in taking
advantage of Microsoft cutting edge
technology and solutions since 1996**

CLUSTER REPLY

AREAS OF EXPERTISE

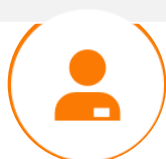
Modern Digital Workplace & Cloud Computing

- Azure - Cloud Computing & Infrastructure
- Modern Digital Workplace
- Experience Management & Commerce



Business Application (CRM + WFM)

- Sales Solutions
- Customer Service Solutions
- Marketing Solutions
- Contextual Customer Experience
- Healthcare Solutions (PRM)
- Field Service Mngmt
- IoT Predictive maintenance
- Social Engagement
- Work Force Mngmt



Business Application (ERP)

- Finance, Operations & Healthcare (AX, NAV)
- Retail, Manufacturing and Construction deep Market expertise
- Integration Solutions
- Mobility and Cloud
- Business Process Analysis
- Application Mngmt



Enterprise Mobility and IoT

- Mobility solutions
- Devices & Deployment
- Cloud Enterprise Mobile Services
- Internet of Things



Data & AI

- Business Intelligence (PowerBI, Qlik)
- Sentiment Analysis
- What-If and Forecast Analysis
- Machine Learning
- Big Data & AI
- SQL Azure
- Azure Service Bus
- Alerting and Analysis



MICROSOFT COMPETENCIES

CLUSTER REPLY

Gold Application Development
Gold Datacenter
Gold Cloud Customer Relationship Management
Gold Messaging
Gold Data Analytics
Gold Data Platform
Gold Windows and Devices
Gold Collaboration and Content
Gold Enterprise Resource Planning
Gold Communications
Gold Cloud Business Applications
Gold DevOps
Gold Application Integration
Gold Cloud Platform
Gold Cloud Productivity
Silver Small and Midmarket Cloud Solutions
Silver Project and Portfolio Management
Silver Security



AWARDS

CLUSTER REPLY

Digital Transformation Champ Award (It)



Partner Award for Modern Workplace –
Teamwork (US)



Worldwide Partner of the Year – Health
Best Azure Solution Provider (It)

Cloud Transformation Azure (It)



2014-2016 Digital Transformation Partner
of the Year (It)



Enterprise HiPo Partners: Emerging
Azure Partner of the Year

FY15 Premier Partner for Microsoft
Analytics Platform System



2014 Microsoft Worldwide Partner Conference



ITALIAN PARTNER AWARDS
Cluster Reply S.r.l.
Enterprise Digital Transformation Italian Partner of The Year 2014

Microsoft Partner Network

2014 Inner Circle for Microsoft Dynamics



Microsoft Partner

Years 2011-2013: National System Integrator - Italy



CLUSTER DYNAMICS OVERVIEW



CLUSTER DYNAMICS

We are specialized in **Microsoft** technology **Consulting** and **System Integration** services on **Business Application** and **Data & AI**.

Business Process Analysis

- Business Process Analysis on different Scenario
- Process Mapping/Engineering

Project Management & PMO for IT

- Project Management in Internal & External Project
- PMO

Demand Management

- Support on Demand Management Function
- Requirement Design and Prioritization

Application Portfolio and Architecture Assessment

- Application Portfolio Assessment on complex scenario
- IT Roadmap and driver analysis

Architecture design and capacity planning

- Architecture Design, feasibility analysis
- Design Authority
- Capacity Planning for IT Solutions

Platform/Product evaluation and Proof of Concept

- Evaluation of Product and Platforms
- POC realization



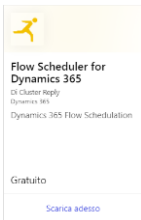
MICROSOFT APPSOURCE



Flow Scheduler for Dynamics 365

based on Dynamics 365 CRM platform and Azure Cloud. A management tool that supports the Data Maintenance in order to execute all those tasks where the operator usually need to find data using Views and align it or launch some Workflow on it. Flow Scheduler allows you to use all Dynamics CRM features in order to create and manage Workflow Schedules.

[To learn more](#)



MailUp + Dynamics 365 Connector (Light)

allows you to use all Dynamics CRM features in order to send email/sms through a MailUp subscription and save statistics inside CRM Database.

[To learn more](#)

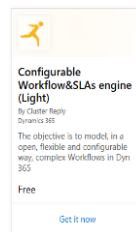


Configurable Workflow & SLAs engine

is an add-on for Dynamics 365 (CRM) with the aim of model, in a open, flexible and configurable way, complex Workflows in Dyn 365. Characteristics:

- Zero-coding and no IT skills needed
- Integrated SLAs management engine
- Clear Workflow management with visibility on possible next actions and transition
- Guided workflow including contextual documentation
- Workflow audit on occurred transition

[To learn more](#)



New «MailUp Connector» Section in Sitemap!

