

MICROSOFT DYNAMICS 365 CUSTOMER INSIGHTS: 8-WK IMPLEMENTATION

ABOUT DYN365 CUSTOMER INSIGHTS IMPLEMENTATION:

8-Wk implementation of Microsoft Dynamics 365 Customer Insights, Microsoft's CRM software for sales and business management that will allow you to automate your sales force



See what customers are saying:

"Devicare is now able to monitor and anticipate all commercial activities thanks to Dynamics 365 Customer Insights"

—Rosendo, CEO, Devicare

WHAT WE OFFER:

Obtain data from different origins/information sources: Dynamics 365 Customer Insights allows the raw ingestion of information related to your customers, forgetting about complex ETL's and facilitating this task through dozens of standard connectors. Such information can be transactional or relational, structured or unstructured.

Facilitates customer unification: This Microsoft tool allows the unification of customer information around a 360° record, based on configurable duplication rules as sophisticated as necessary. Building the 360° file of the client has never been so simple, thanks to the options that allow mapping, matching and merging the information.

Enrich your customer information: The solution allows you to enrich the information you have and get to know your customers better, through the construction of metrics and KPI's associated with the business from the ingested data, thus facilitating the quick view of key metrics associated with particular customers or groups of customers.

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.



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.