

Microsoft Dynamics 365 CRM

Flexible, cloud-based solution that consolidates your data to improve how you interact and do business with your customers

Microsoft Dynamics 365 CRM

The success of any business lies in the hands of its customers. Investing in developing a robust and fluid customer experience strategy is critical to securing and retaining both internal and external customers.

A critical component in any customer experience strategy is CRM (Customer Relationship Management). It's a category of integrated, data-driven software solutions that improve how you interact and do business with your customers. CRM systems help you manage and maintain customer relationships, track sales leads, marketing, pipeline, and deliver actionable data.

This fosters a customer-centric organisation, which places the customer at the heart of the business. Research by Deloitte and Touche found that customer-centric companies were 60% more profitable compared to companies that were not focused on the customer. This can be achieved with consistent and accurate data that is shared across the business, giving a single picture or view of the customer and the interactions with them.



Manage
and maintain
your customer
relationships

Microsoft Dynamics 365 CRM is a leading cloud-based CRM solution that provides a powerful set of tools to improve and expand your business by integrating daily activities and consolidating various disparate data into a single, secure database.

It can be deployed in Australian zones and is based on modules that can be chosen to suit your specific needs and budget. Users can manage and maintain customer relationships, track sales leads, marketing, pipeline, and deliver actionable data that can foster a truly customer-centric organisation.

Microsoft Dynamics 365 CRM integrates with popular Microsoft productivity tools such as Office 365, that can include Teams and SharePoint Online, which NEC can also support. Integration with NEC's CX Plus contact centre platform can provide timely and accurate customer information to employees to streamline the contact centre process.

Dynamics 365 CRM can be extended and customised to incorporate business process as well as integrate to other business systems via the Microsoft Azure architecture. This also feeds into the Microsoft Power Platform, which combines the robust power of PowerApps, PowerBI, and Microsoft Flow into one powerful business application platform – providing quick and easy app building and data insights.

Client-centricity is the most important factor in a successful business digitalisation, since client-centric companies are **60% more profitable compared** to companies not focused on the customer.

Benefits

Customer understanding

Combining various data sources into one gives you a complete picture of your customers. You can use pre-built KPIs to truly understand the customer journey with real-time updates and have the ability to personalise the customer experience and to easily measure and track the health of customer relationships.

Increase productivity

Employees have access to both the insights they need to make the best decisions and the tools they need to do their work in the office or on the road. By consolidating platforms and apps into a single cloud-based experience on a common data model, your employees' daily work is easier.

Flexible and scalable

Only pay for the resources that you need. If there is a sudden increase in traffic / workload then the environment automatically scales up to cope with the demand. Traditional on-premises environment require new infrastructure, which takes time and money.

Business intelligence

Power BI, Cortana Intelligence and Azure Machine Learning are all natively embedded, so you have access to predictive insights, prescriptive advice and actionable next steps.

Business agility

A Common Data Service allows data to be integrated from multiple sources into a single store which can then be used in Power Apps, Flow and Power BI along with data already available from the Dynamics 365 applications.

Consistent user experience

Flexible cloud-based architecture based in Australian zones, with 99.9% uptime that provides a consistent user experience across any browser location or device to support mobility. A customer facing portal is also available.

NEC has over 100 certified
Microsoft professionals

Our Approach

NEC will commence the project by undertaking an assessment to understand the current state of your business. This includes your stage in the CRM journey and future business goals. The outcome will enable us to tailor a roadmap for success and support you on your transformation journey.

1

Understanding your business needs and pain points to identify solution components and create a CRM transformation roadmap.



Consultancy

2

Implementation service to migrate to MS Dynamics from other vendor platforms. This can be a single CRM instance or multiple consolidating into one.



Migration

3

Implementations service to upgrade on-premises to cloud. This can be a single CRM instance or consolidating multiple into one.



Upgrades

4

Provide managed services to Microsoft-based applications and platforms. Tiered support model that can include optional services.



Support

5

Provide optimisation services to improve customer business outcomes.



Optimisation

Service Package Options

		Essential	Standard	Premium
Support hours ¹		8:30-17:00 Mon-Fri	8:30-17:00 Mon-Fri	24x7x365 Inc. Public Holidays
NEC service portal / email		✓	✓	✓
1300 phone number		-	✓	✓
Response time ²	Priority 1	< 30 mins	< 30 mins	< 30 mins
	Priority 2	< 90 mins	< 60 mins	< 60 mins
	Priority 3	1-3 business days	Next business day	8 hours
Resolution time ³		SLA	SLA	SLA
Incident management and service requests		✓	✓	✓
Minor enhancements ⁴		-	✓	✓
Problem management		-	Reactive	Proactive
Change / capacity management ⁵ / service insight		✓	✓	✓
Environments supported		1	Up to 5	Negotiated
Remote support		✓	✓	✓
Escalations ⁶		✓	✓	✓
Dedicated support team		-	-	✓
Engage MIM and/or assignment group		✓	✓	✓
Standard NEC customer satisfaction surveys		-	✓	✓
Summary survey feedback report		-	-	✓
Service improvement recommendations		-	✓	✓
Account reporting (monthly)		✓	✓	✓
Post incident report		Add-on option	✓	✓
Additional reporting		Available as required		

Service Package Options

	Essential	Standard	Premium
NEC CI tools	✓	✓	✓
Proactive maintenance (planned)	-	✓	✓
Reactive maintenance (unplanned)	✓	✓	✓
Minor releases and service packs ⁷	-	✓	✓

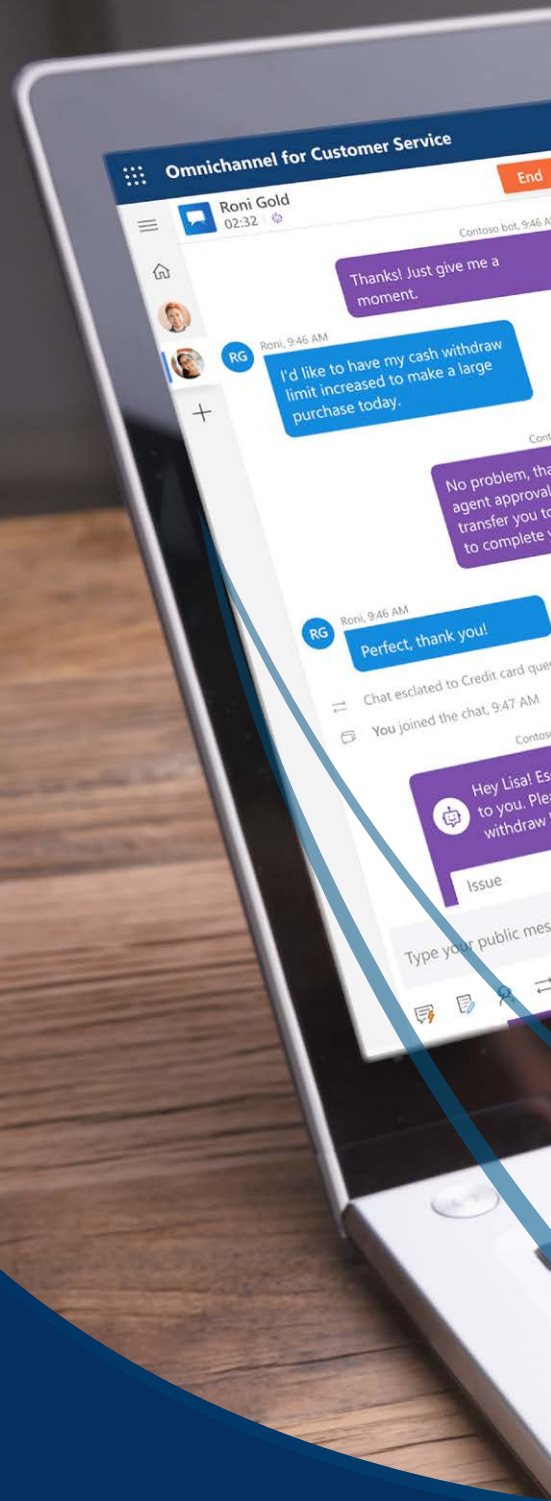
1. Multiple time zones in Australia supported. Customer to nominate a time zone. Essential and Standard Packages do not include public holidays. **2.** During support hours **3.** SLA will be defined in the customer SoW **4.** Minor enhancement defined based on the required effort. If required to be delivered by a specific date this may result in additional costs **5.** Depending on effort costs may apply **6.** Vendor response times are excluded from NEC SLAs. Any ticket could result in a vendor escalation. Vendor escalation is dependent on NEC either authorised to raise escalations with the relevant vendor on behalf of the customer or tickets being raised by the customer with the vendor and authorising NEC to follow it up. **7.** Minor release defined by the required effort. If required to be delivered by a specific date this may result in additional costs.

NEC have been supporting Australian organisations for more than 50 years

Why NEC?

NEC is a Microsoft Gold Communications, Collaboration and Content partner amongst others. We have been recognised through Microsoft awards for delivering innovative, unique and successful projects that drive tangible outcomes for our customers across the entire Microsoft stack. In our Microsoft teams across Australia, NEC has over 100 Microsoft certified individuals. Leveraging NEC's expertise in multiple Microsoft products can remove the need for multi-vendor assistance and deliver cost efficiencies.

NEC have a track record spanning more than 50 years of engineering success and delivering support to Australian organisations, both large and small. We continue to invest skills and technology in close partnership with Microsoft. Our Professional and Consulting Services team has considerable experience in assessing and assisting complex migrations into the cloud and managing those environments.



For more information:

 nec.com.au

 contactus@nec.com.au

 131 632

Corporate Headquarters (Japan)
NEC Corporation
www.nec.com

Australia
NEC Australia Pty Ltd
www.nec.com.au

North America (USA)
NEC Corporation of America
www.necam.com

Asia Pacific (AP)
NEC Asia Pacific
www.sg.nec.com

Europe (EMEA)
NEC Enterprise Solutions
www.nec-enterprise.com

v.20.03.24 | Microsoft Dynamics 365 CRM

NEC Australia Pty Ltd reserves the right to change product specifications, functions, or features, at any time, without notice. Please refer to your local NEC representatives for further details. Although all efforts have been made to ensure that the contents are correct, NEC shall not be liable for any direct, indirect, consequential or incidental damages resulting from the use of the equipment, manual or any related materials. The information contained herein is the property of NEC Australia Pty Ltd and shall not be reproduced without prior written approval from NEC Australia Pty Ltd.

©2020 NEC Australia Pty Ltd. All rights reserved. NEC and NEC logo are trademarks or registered trademarks of NEC Corporation that may be registered in Japan and other jurisdictions. All other trademarks are the property of their respective owners. All rights reserved. Printed in Australia. Note: This disclaimer also applies to all related documents previously published.

NEC