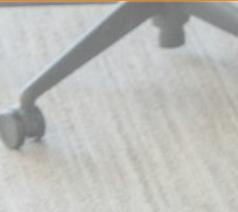




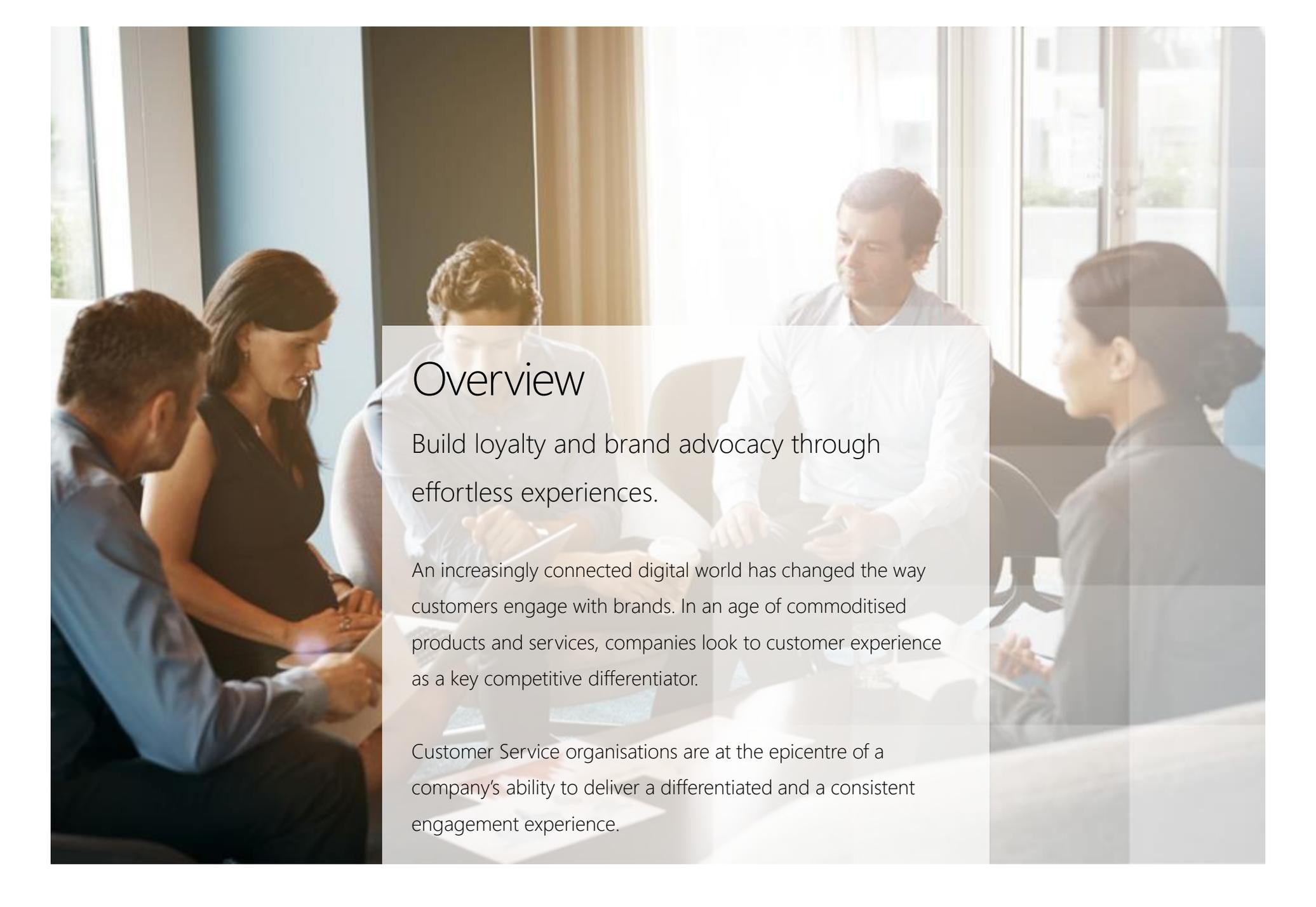
Microsoft
Dynamics
Gold Partner



Microsoft Dynamics 365
Customer Service



Microsoft

A group of four business professionals (three men and one woman) are seated around a table in a modern office setting. They are engaged in a meeting, looking at documents and laptops. The room has large windows in the background, letting in natural light. The overall atmosphere is professional and collaborative.

Overview

Build loyalty and brand advocacy through effortless experiences.

An increasingly connected digital world has changed the way customers engage with brands. In an age of commoditised products and services, companies look to customer experience as a key competitive differentiator.

Customer Service organisations are at the epicentre of a company's ability to deliver a differentiated and a consistent engagement experience.

The Microsoft Dynamics 365 Suite

With intelligent business applications across CRM and ERP, Microsoft Dynamics 365 gives you choice. Start with just what you need and then add apps as your needs change. Built on an extensible platform with shared data and digital intelligence, Dynamics 365 helps your team make the most of every minute.



DYNAMICS 365 Business Central (ERP)

The end-to-end solution, if you're seeking to implement a fully integrated ERP solution or upgrade an accounting package.



DYNAMICS 365 FOR Sales (CRM)

Turn relationships into revenue by bringing digital intelligence into every deal.



DYNAMICS 365 FOR Customer Service

Earn customers for life by using detailed information to provide world-class customer service.



DYNAMICS 365 FOR Field Service

Master the service call with smarter capabilities, from optimised scheduling to predictive maintenance.



DYNAMICS 365 FOR Marketing

Unify your sales and marketing to join customer experiences at every interaction with lead scoring and insight.



DYNAMICS 365 FOR Talent

Attract the right people and seamlessly onboard, engage, and grow your talent.



DYNAMICS 365 FOR Project Automation

Successfully manage your project-based business and better satisfy clients using intelligent tools.



DYNAMICS 365 FOR Customer Insights

Better understand and engage with customers by giving employees the relevant insights they need.

Tailor and extend Dynamics 365

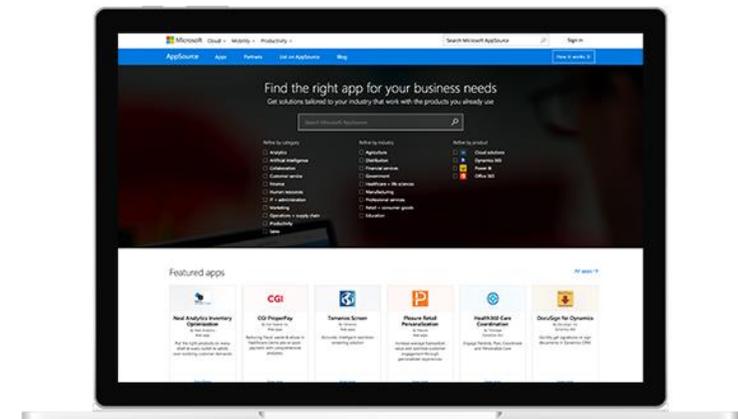
Custom Extended Apps

We'll help you customise Dynamics 365 by creating bespoke apps that solve your exact business needs. As a leading partner, we have a portfolio of existing add-ons for industry-specific solutions.



Pre-Built Extensions

We'll help you do even more with Dynamics 365 with AppSource. Enhance your software and processes by integrating add-on extensions from Microsoft and a wide-range of credible partners.



Key Benefits

EARN LOYALTY

Keep the customer informed during every interaction of the service chain to increase brand loyalty and advocacy.

91% of consumers are loyal to brands who offer low effort interactions.¹

EMPOWER AGENTS

Provide employees and technicians with 360° information, from any location to improve resource productivity and customer satisfaction.

Only 4% of service organisations can solve a service enquiry using a single application.²

STAY AGILE

Improve profitability by optimising schedules. You can use remote troubleshooting to ensure a technician is dispatched only when necessary.

77% of consumers around the globe have a more favourable view of brands that offer proactive customer service notifications.³

¹ Shifting the Loyalty Curve™ Mitigating Disloyalty by Reducing Customer Effort by the Corporate Executive Board (CEB)

² Kate Leggett, The Mandate for Intelligent Customer Service, a commissioned study conducted by Forrester Consulting on behalf of Microsoft, December 2015

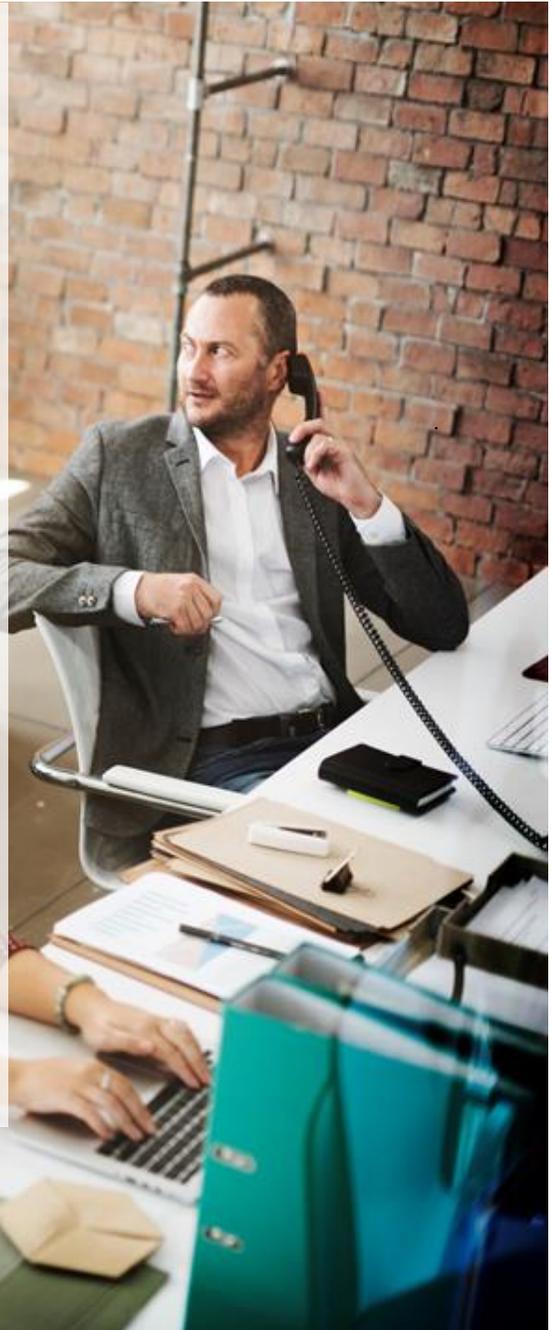
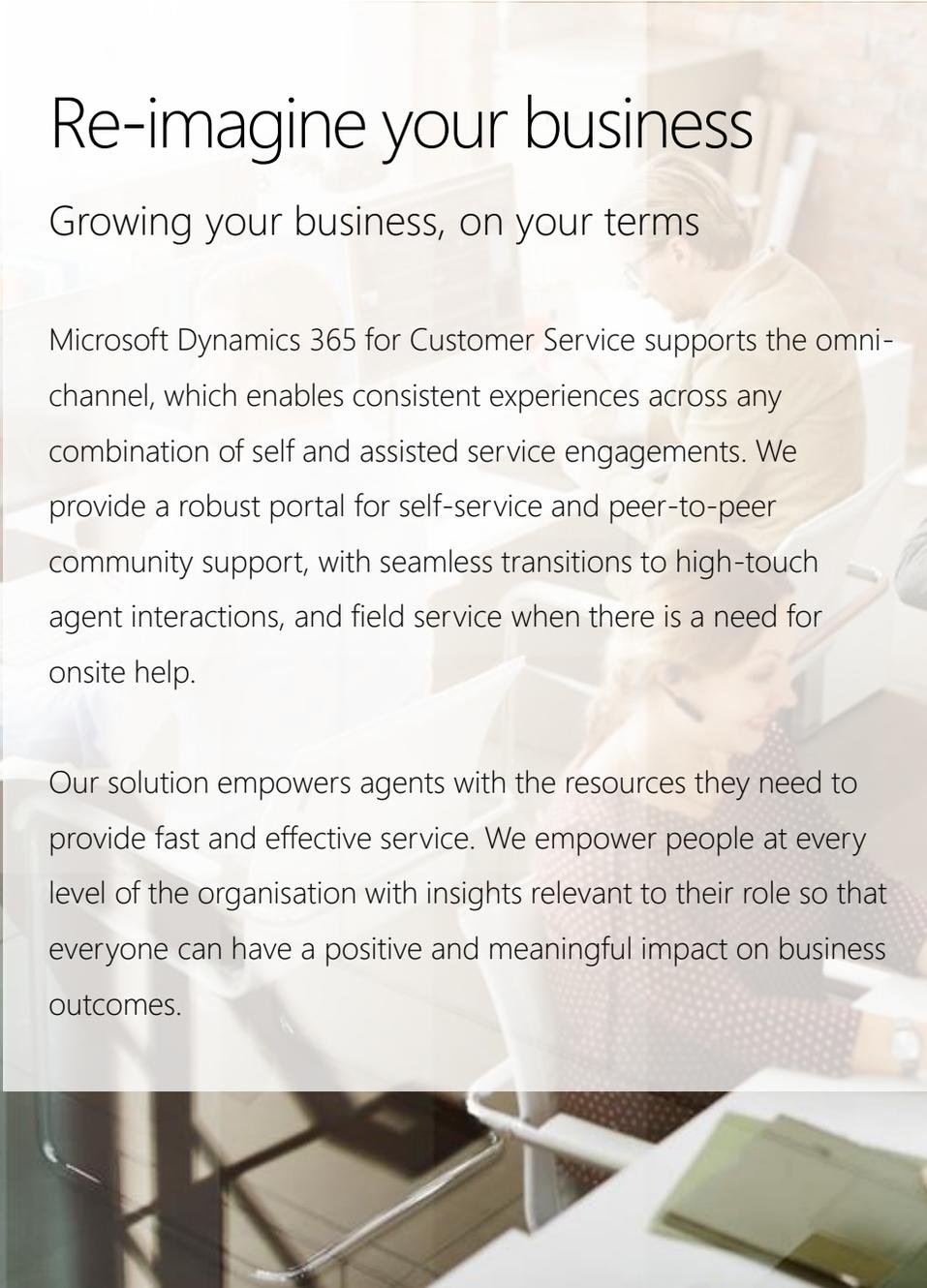
³ 2016 State of Global Customer Service Report

Re-imagine your business

Growing your business, on your terms

Microsoft Dynamics 365 for Customer Service supports the omni-channel, which enables consistent experiences across any combination of self and assisted service engagements. We provide a robust portal for self-service and peer-to-peer community support, with seamless transitions to high-touch agent interactions, and field service when there is a need for onsite help.

Our solution empowers agents with the resources they need to provide fast and effective service. We empower people at every level of the organisation with insights relevant to their role so that everyone can have a positive and meaningful impact on business outcomes.

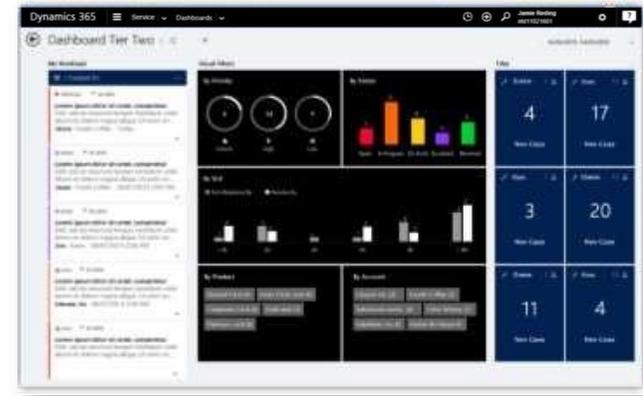


Key Capabilities

Omni-Channel Engagement

Enable end-to-end service engagements across channels on any device. A unified platform ensures context and consistency, delivering personalised service with minimal customer effort.

- Complete 360-degree view of the customer, including full history of interactions, user preferences, and relevant customer information from third party applications.
- Complete customer information shared across channels and interactions to ensure consistent experiences, regardless of the number or variety of channels leveraged over the course of a single service request, or throughout the customer lifetime.
- Real-time insights, SLA timers and entitlements, are presented to the agent so that every interaction is personalised and contextual.
- Machine learning detects social post sentiment and intent to automatically create and route as cases.



- Create more personal experiences with chat and co-browse.
- Drag-and-drop survey designer, theme editor and rich design logic makes it easy to create personalised surveys with multiple delivery mechanisms.
- CTI framework with several integrations and adapters currently in market.

Key Capabilities

Self-Service and Communities

Empower the increasing majority who prefer to find answers on their own through self-service and community options, including access via third party sites, such as Facebook.

A branded, personalised experience leverages an organised, searchable knowledgebase to deliver consistent, up-to-date answers, and a community experience for peer-to-peer support, direct interaction with subject matter experts or ideation.

- Intuitive navigation with case deflection capabilities, community discussion forums and blog platform.
- Seamless transitions between self and assisted support.
- In addition to out-of-the-box configurations, admins can create custom entities with easy to use tools, and a rich set of SDKs enable developers to easily build apps as well.



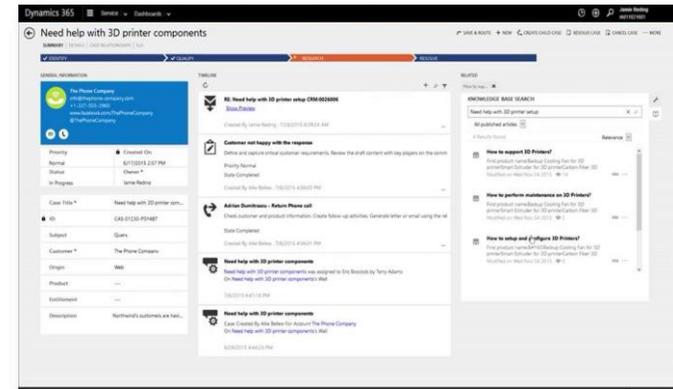
- Portals leverage CRM authentication, security, user roles and rights, and either local authentication or federated authentication through a variety of providers.
- Optional federated search returns results from any combination of relevant knowledge articles, social posts and blogs.
- Automated community thread escalation to case capabilities.
- Responsive design optimised for mobile devices.

Key Capabilities

Agent Enablement

Empower your agents with a single, unified experience on their desktop or mobile device. Agents can access every source of information they need across diverse environments to provide a more personalised, effective standard of service.

- A dynamic interface optimised to drive the next best action contextually serves up tools, guidance and data to agents throughout the interaction, including information or assets from third party applications.
- Topic analysis and machine learning scenarios surface relevant knowledge articles and related cases to help agents solve cases faster and improve first time resolution rates.
- Boost productivity with business processes and workflow, integrated knowledge, SLAs, agent scripting, entitlements and recommendations.



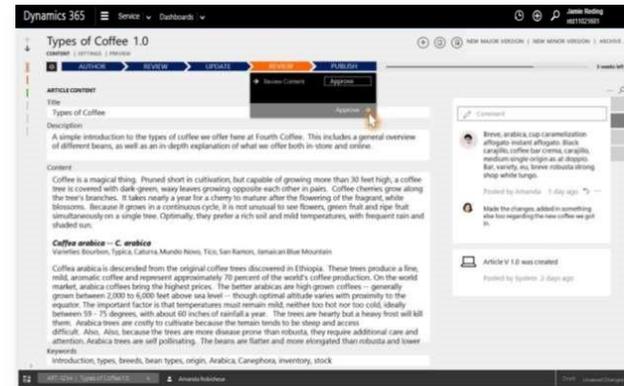
- Speed resolution and avoid escalations by using collaboration tools to connect agents with peers and subject matter across internal and external teams.
- Provide context sensitive guidance to help new users navigate the application and perform tasks specific to their role.
- Reward optimal behaviours with gamification to improve performance and increase productivity.
- Take service directly to the customer any time it cannot be managed through other channels; a single platform for customer and field service spans case management through to work order completion.

Key Capabilities

Unified Knowledge

Unified knowledge provides a single source of truth across channels and LOBs. Knowledgebase administrators can capture and create content from multiple sources, and an approval workflow ensures accuracy and mitigates risk.

- Quick Create functionality lets SMEs and agents create content on the fly, which is then routed into the approval workflow.
- Build your knowledgebase with community sourced knowledge enrichment scenarios.
- Use rich media, such as images and videos, to increase first time resolution rates.
- Articles can be scheduled for periodic review or expiration to ensure content is always current.
- Improve search and discoverability by associating knowledge articles with products, customer entitlements and other customer or account data.



- Knowledge articles are optimised for mobile devices, and end users can provide feedback by rating content.
- Knowledge analytics drives article efficiency and identifies potential areas for adjustments and augmentation.

Key Capabilities

Service Intelligence

Relevant data empowers every role in the organisation to have a positive impact on business outcomes. Insights are displayed through interactive dashboards with powerful data visualisation capabilities.

Our solution empowers organisations with the information they need to provide proactive care, and to predict and pre-empt the need for service.

- Role-tailored dashboards present real-time and historical data through a visual user interface.
- Drill into data via interactive charts, and include data from third party applications for deeper business insights, analysis and exploration.
- Use natural language capabilities to instantly render new reports and visualisations.



- Use service intelligence to identify cross-sell/up-sell opportunities, explore what-if scenarios, improve service metrics and performance and identify best practices.
- Report on custom KPIs and metrics tuned specifically to your business.

We go beyond

We're the UK's leading 'Microsoft Dynamics Gold Partner' for small to medium sized businesses. We've been recognised twice as a 'President's Club' member - which classifies top performing Microsoft Dynamics ERP partners worldwide.

We've achieved ISO 9001:2015 certification - the first partner to recognise the need for an accredited quality management system, in this market.

We're one of a small number of Microsoft directly managed partners, in the UK. This means that we work directly with Microsoft, with a dedicated Account Manager and Service Account Manager available to us.

PRESIDENT'S CLUB
for Microsoft Dynamics

Microsoft Partner
Gold Enterprise Resource Planning

Quality Matters

Quality is important to Azzure IT because we value our customers.

We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We're one of the first partners (if not the first), in our field, to achieve ISO 9001:2015 certification - the international standard that specifies requirements for a Quality Management System (QMS).





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