



Microsoft
Dynamics
Gold Partner



Microsoft Dynamics 365
Customer Insights





Overview

Use insight to deliver a more personalised experience

Better understand and engage with customers by giving employees the relevant insights they need from intelligent customer analytics.

Give your frontline employees easy access to intelligent insights on how to best serve your customers. Get a 360-degree view of your customers to predict their needs and optimise the customer experience.

Get marketing, sales, and service teams on the same page through a single, easy-to-reference dashboard.

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

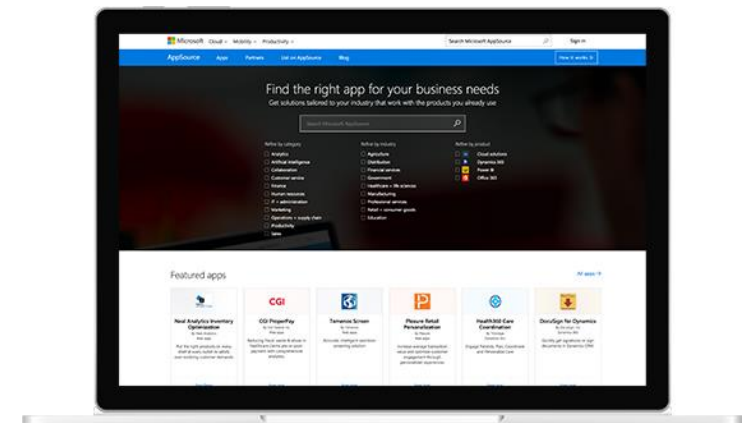
Custom Extended Apps

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.





Re-imagine your business

Growing your business, on your terms

You can meet the unique needs of your organisation with a modern business platform that makes it easy to tailor and extend Dynamics 365.

Integrated business and productivity applications infuse all your data to proactively guide employees to optimal outcomes and drive your digital transformation.

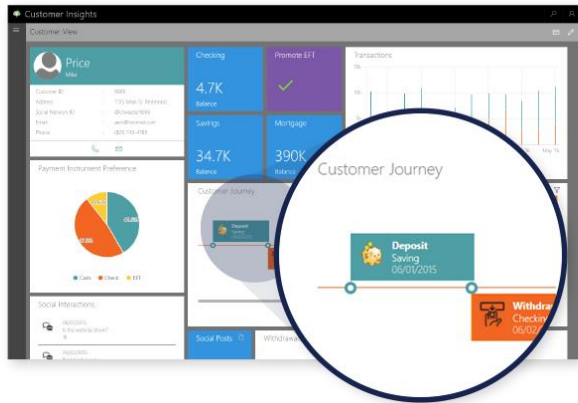


Key Capabilities

Customer Insights

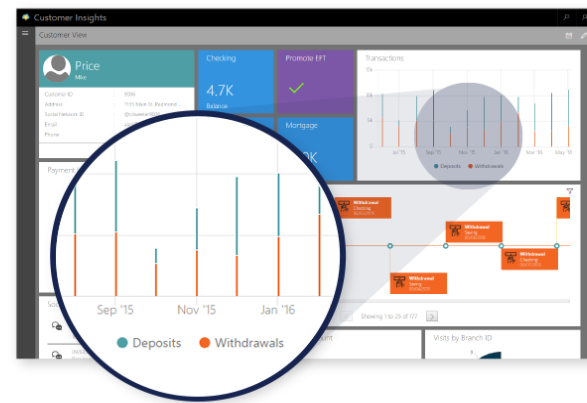
Gather customer insights

Connect disparate data silos for a comprehensive look at your customers — collecting customer insights and interactions in one place. Enable any employee to get predictive insights without relying on a team of data scientists. Let employees embed customer insights into the app of their choice.



Create visualisations

Create rich visualisations that illustrate your customer's engagement and user journey in one easy-to-reference dashboard. No need to sort through numerous disparate data silos. Enable any employee to prepare and visualise data with ease.



Key Capabilities

Customer Insights

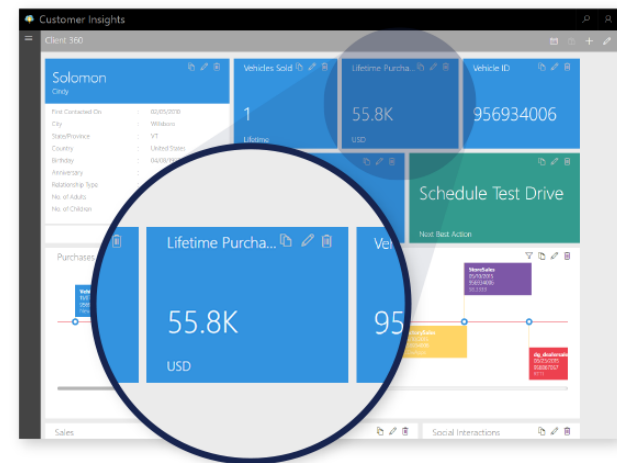
Engage customers

Analyse your customer's demographics, purchase history, and interactions to deliver and fine-tune relevant offers and content using customer intelligence and built-in predictive analytics. Deliver personalised, relevant customer content. Better target your marketing resources by identifying the correct customer opportunities.



Monitor relationships

Strengthen your customer relationships by tracking interactions to quickly identify at-risk customers and effectively focus resources on them. Manage every data point from individual customers in real time.

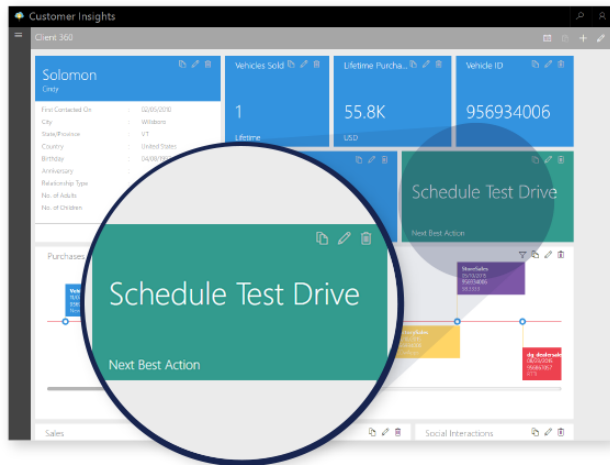


Key Capabilities

Customer Insights

Target audiences with customer intelligence

Identify hidden opportunities to efficiently target your marketing resources by customer needs, interests, and demographics. Cross-sell and upsell with predictive analytics. Tailor experiences on the spot to increase satisfaction.



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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