

# Dynamics 365 Services

Driving the Best Value from Dynamics 365 Apps

# Key Facts

ScienceSoft is an international IT consulting and software development company providing **Dynamics 365 solutions** since 2016 (Microsoft Dynamics CRM solutions since 2008).

15

years of CRM experience,  
34 years in IT business

750+

employees

Customers

from 30+ industries and  
70+ countries



ISO 27001  
LL-C (Certification)

Security of the  
customers' data



ISO 9001  
LL-C (Certification)

Certified quality  
management  
system

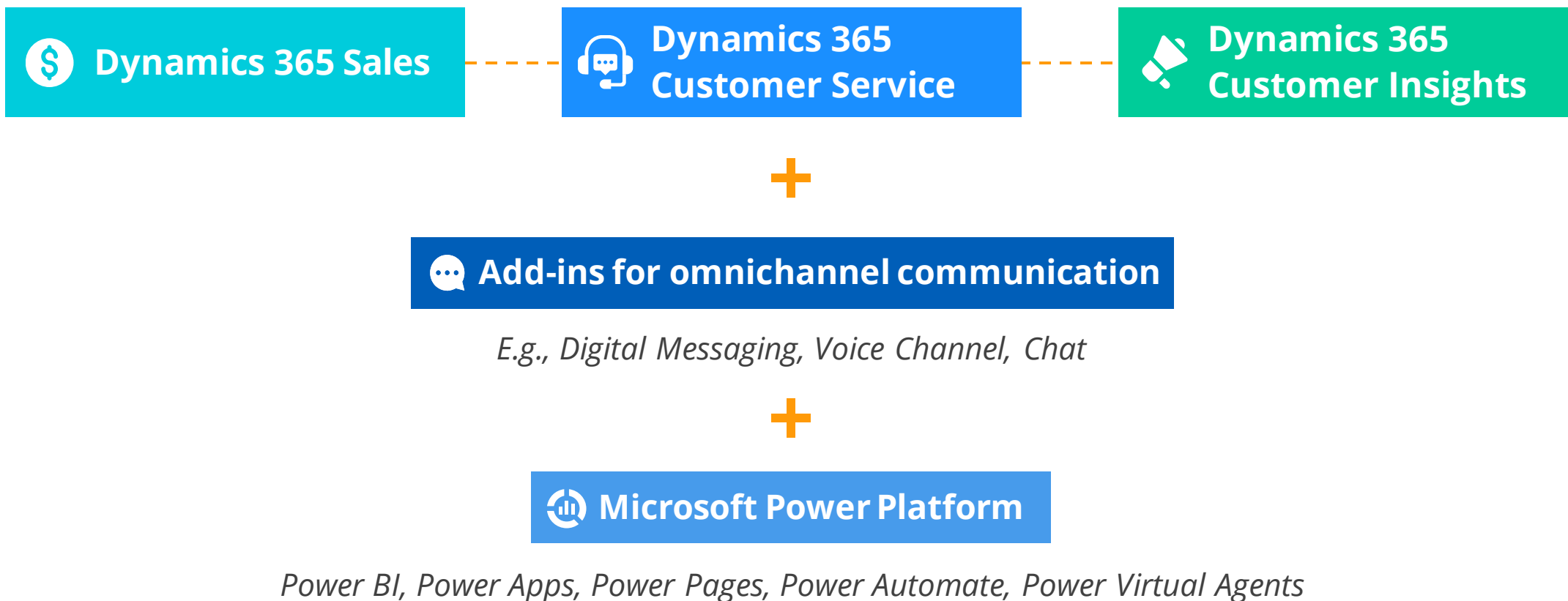
# Our Customers

62% of our revenue comes from customers we serve for 2+ years.



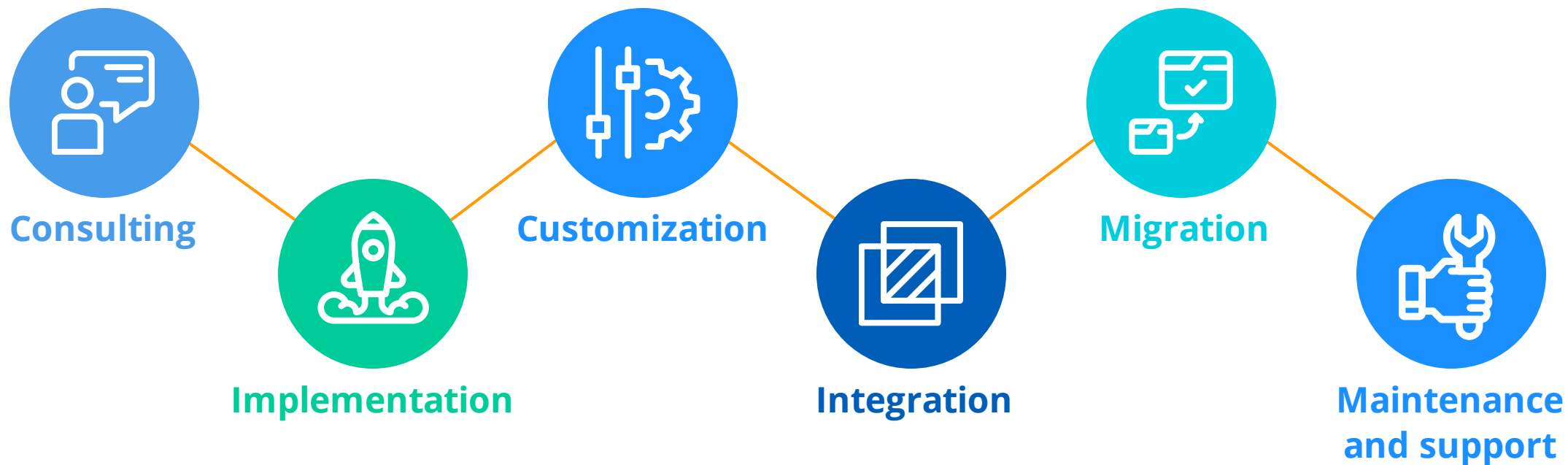
# Dynamics 365 Apps We Support

We have extensive experience of working with the following Dynamics 365 apps:



# Our Dynamics 365 Services

We provide a **wide range of services** to take full care of your Dynamics 365 apps. Our goal is to build automated, scalable, and fast business processes powered with Dynamics 365.



# Dynamics 365 Consulting

Analyzing Customer's business needs and recommending how to address them with Dynamics 365

Defining ways to adapt Customer's Dynamics 365 solution to the changing sales, customer service and marketing needs

Proactively planning further improvements of features and business processes in Dynamics 365



# Dynamics 365 Implementation and Customization



## Deployment

- **Configuring** Dynamics 365 apps (Sales, Marketing, Customer Service).
- Deploying **additional Dynamics 365 apps** (e.g., Omnichannel for Customer Service, Dynamics 365 Customer Voice).



## Customization and custom app development

- Creating **custom** workflows, reports/dashboards, email templates, etc.
- Building custom apps to **solve specific tasks** (document generation, lead assignment, delivery planning, property management, etc.).



## Integration

- With **enterprise systems** (ERP, DMS, ecommerce, etc.) to ensure smooth data exchange and consistent user experience across all systems in use.

# Dynamics 365 Migration

We approach migration as an opportunity to improve the extensibility and optimize maintenance costs and efforts for your CRM.



Migration from an unfitting CRM to Dynamics 365



Migration from disparate data stores to Dynamics 365



Migration from on-premises Dynamics environment to the cloud





# Maintenance and Support

- **Daily solution administration:** changes in configuration by request, user and access management, setting up workflows, configuring custom reports, installing apps.
- **Data administration:** data upload, data cleansing, data quality management.
- Regular **health check**.
- **Monitoring:** detecting red flags and problems as early as possible and promptly fixing them.
- User **help desk**.
- **Bug fixing** and issue resolution.
- **Quick changes:** implementing changes based on change requests.
- **Ongoing solution improvements.**



# Dynamics 365 Implementation: Sales, Customer Service and Customer Voice

## Customer



SAL Saudi Logistics Services – a leading logistics provider in Saudi Arabia.

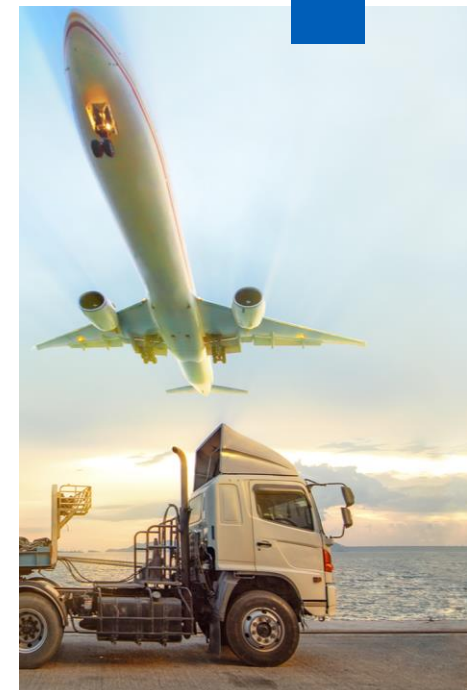
## Solution

Building on Microsoft Dynamics 365 apps, ScienceSoft set up a central information repository and created an integrated environment for sales and customer service management.

## Tools and Technologies

Dynamics 365 Sales, Dynamics 365 Customer Service, Dynamics 365 Customer Voice.

[Project details →](#)



# Dynamics 365 CRM for a Healthcare Advisory Company

## Customer

The Customer provides specialized programs and advisory services to help individuals manage their medical funds.

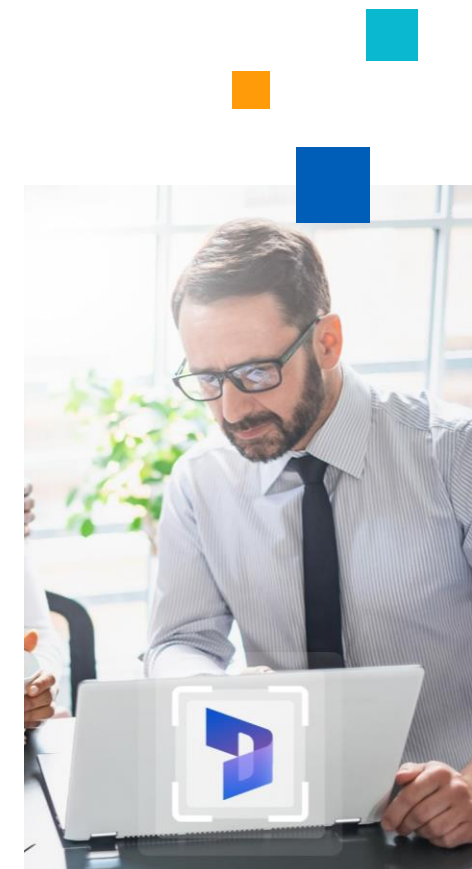
## Solution

An ecosystem of Dynamics 365 solutions, Power App, and numerous third-party services to effectively use customer data in marketing, sales, account management, and enable customer self-service.

## Tools and Technologies

Dynamics 365 Sales, Dynamics 365 Marketing, Dynamics 365 Customer Voice, Power Apps, Power Automate.

[Project details →](#)



# Microsoft Dynamics CRM Customization and Support

## Customer

A European multibusiness company, with the main focus on gas stations and real estate development.

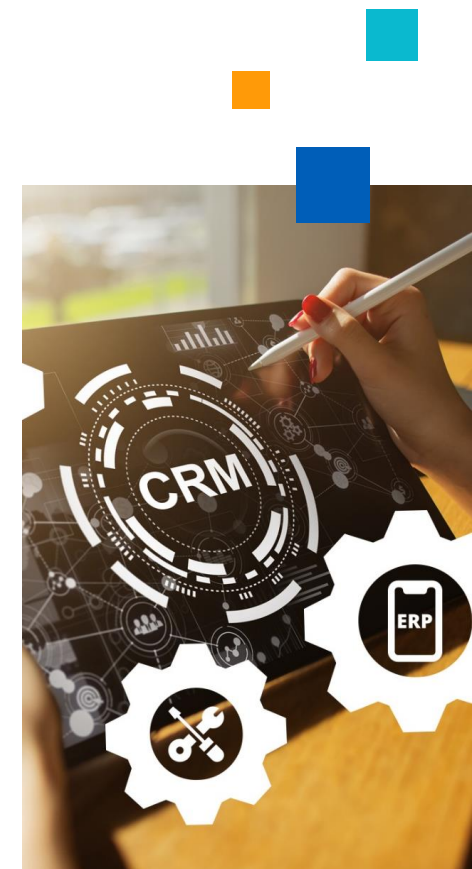
## Solution

ScienceSoft enhanced the Customer's CRM with a telephony module to streamline the work with over-the-phone client requests and enabled efficient field-service processes demanded by the Customer.

## Tools and Technologies

Microsoft Dynamics CRM, Windows Server, AD FS, Windows PowerShell, Microsoft SQL Server.

[Project details →](#)



# CRM Migration Consulting

## Customer

A fintech company providing APIs for secure payment processing, customer or business identity verification, and fraud prevention.

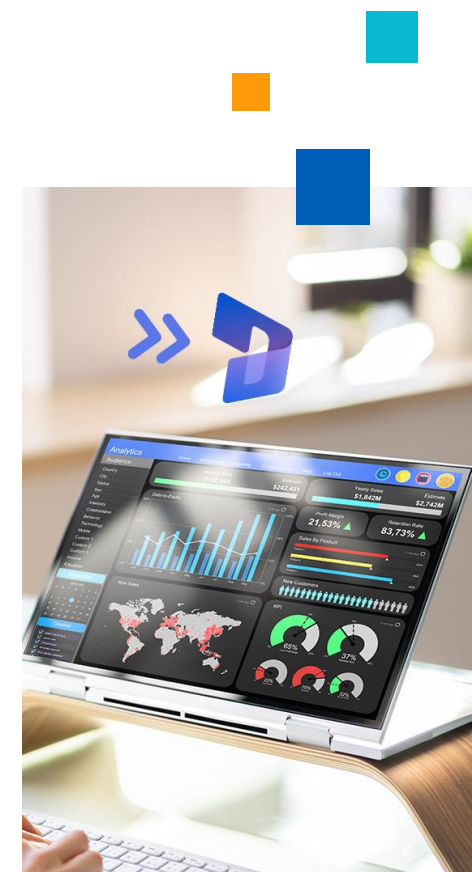
## Solution

Based on the analysis of the Customer's pains with the current CRM and comparison of alternative CRM platforms, ScienceSoft offered to switch to Dynamics 365 and fully planned the migration process.

## Techniques and Tools

Document analysis, interviews, business process modeling, gap analysis, functional decomposition, CRUD matrices, architecture diagramming.

[Project details →](#)



# Banking CRM Development

## Customer

A bank with 7 mln clients, 7,000 employees and 180 branches across the country.

## Solution

ScienceSoft implemented 3 modules for the Customer's Dynamics CRM:

- Customer base management.
- Sales activities planning.
- Advanced analytics and reporting.

## Tools and Technologies

MS Dynamics CRM, .NET, WPF, MS Reporting Services.

[Project details →](#)



# Dynamics CRM Implementation and Customization

## Customer

A US-based group of companies present in the variety of industries including luxury retail, hospitality, and ecommerce.

## Solution

ScienceSoft rolled out a customized CRM system and integrated it with a data warehouse to centralize data from separate business entities within a single corporation.

## Tools and Technologies

Microsoft Dynamics CRM, MS SQL Server including Microsoft SQL Analysis Services and Microsoft SQL Server Reporting Services.

[Project details →](#)





# Let's Keep in Touch!

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