

MICROSOFT DYNAMICS 365 CUSTOMER ENGAGEMENT

DATASHEET

Microsoft Dynamics 365 Customer Engagement (D365CE), formerly known as Dynamics CRM, enables you to streamline your business functions and increase profitability in Sales, Marketing, Field Service, Project Service Automation, Customer Service, and Customer Insights divisions.

Synoptek offers a complete suite of D365CE services with best practices implementation accelerators. Our team of domain experts can help you develop a robust CRM roadmap and effectively reduce the total cost of ownership, ensuring higher and quicker ROI to maximize business value.

Boost Sales

Streamline the sales cycle and add consistency to sales processes by seamlessly connecting business data with Office 365 and LinkedIn data

Strengthen Marketing

Build, track, manage, and report marketing efforts, as well as strengthen branding and build relationships with customers

Improve Customer Service

Get 360-degree customer view with end-to-end case management capabilities, advanced analytics, and multi-channel service support

Delivering a Complete Suite of D365CE Services

- Business Consulting and Advisory Services
- Full Cycle Implementation
- Turning Around Troubled Implementations
- Customization and Technical Advisory
- Application Integration
- Modernization and Upgrade Implementation
- Support and Maintenance
- License Optimization and Negotiation

Delivering Business Results for Clients

"Synoptek successfully implemented Dynamics CRM, putting all our customer-facing activities into a single, unified CRM system that works hand-in-hand with our existing Dynamics AX system. If you want someone who takes your success as seriously as you do, and in a cost-effective manner, Synoptek can be your trusted partner."

- Dave Hofmeister (CIO), Champion Windows

NBK•CAPITAL

Dynamics CRM 2016 On-premises
Enhancements and Support Services



Dynamics 365 Customer Engagement
Support Services and ERP Integration



Dynamics 365 for Sales, Field Service, and
Marketing Implementation



Dynamics CRM 2016 On-premises Data
Migration and Reports

Why Choose Synoptek?

- **Implementation Best Practices** using pre-built industry models at the vertical and micro-vertical level to help you implement the best possible CRM solution.
- **Adaptability and Flexibility** in providing cost-effective D365CE solutions that your business demands, without compromising speed or quality
- **Resource Expertise** with in depth domain knowledge and proven project management skills that helps us architect, integrate, and manage world-class solutions.
- **Capabilities and Competencies** with 100% project implementation success rate.
- **Complete Suite of Services** including system upgrade, custom enhancements, system maintenance, issue resolution, and more.

About Synoptek

Synoptek is a global systems integrator and managed IT services provider, offering comprehensive IT management and consultancy services to organizations worldwide. The company works in partnership with clients of all sizes – from mid-market to Fortune 100, and for over two decades, its focus has been to provide maximum business value to its clients, by enabling them to grow their businesses, manage risk and compliance, and increase their competitive position. Synoptek is committed to delivering improved business results and unmatched service to every client, every time.



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