

# Microsoft Dynamics 365 Services

Unify your data & get predictive insights with Dynamics 365

Microsoft Dynamics 365 unifies CRM and ERP capabilities through a set of integrated business apps covering activities related to Sales, Customer Service, Marketing, Field Service, Project Service Automation, Finance, Supply Chain Management, Retail, Talent, Business Central and many others.

As a Microsoft Gold Partner, Protiviti is uniquely qualified to provide strategy planning, implementation, integrations and support to help you maximize your Microsoft Dynamics investment. Leveraging the power of Microsoft Dynamics 365, Protiviti can help your organization identify the Dynamics 365 applications that best fit your needs. With enhanced capabilities supported by Power Apps, Power Automate, and Power BI, we deliver solutions on the Dynamics 365 platform to enable organizations staying ahead of the competition.



## Roadmap & Strategy

Roadmap and strategy to enable digital transformation for your business leveraging Microsoft Dynamics 365.



## Implementation

Industry best practices methodology on Microsoft Dynamics 365 project delivery.



## Integration

Technical expertise to integrate Microsoft Dynamics 365 with the entire Microsoft Platform and other industry-specific software and systems.



## Process & Automation

Build a personalized and relevant experience to better engage your customers by unifying relationships, automating processes and streamlining data with comprehensive business applications connected through a common platform.



## Security Management

Advisory on access security and data integrity of your Microsoft Dynamics 365 environment.



## Training & On-Going Support

Flexible, needs based managed services to support your Microsoft Dynamics 365 deployment.

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## Sales

Gain insight, automate, engage and drive growth: Go beyond sales force automation (SFA) with Dynamics 365 for Sales and Sales Insights to better understand customer needs, engage more effectively, and win more deals.



## Customer Service

Personalized, Intelligent Solutions: Expectations are rising. Customers want quick, relevant answers on any channel, even on the go. Differentiate your brand with Microsoft Dynamics 365 for Customer Service. Built-in intelligence delivers faster, more personalized service and adds value to every interaction.



## Marketing

Unify sales and marketing to connect customer experiences: Dynamics 365 for Marketing can help you digitally transform the customer journey. With an integrated platform and data that provide a complete view of your customers, you can personalize customer experiences across every touchpoint at global scale.



## Finance & Operations

Unify global financials and operations to empower people to make fast, informed decisions. Dynamics 365 for Finance and Operations apps help businesses adapt quickly to changing market demands and drive business growth.



## Field Service

Intelligence and practicality for the field: Deliver a seamless, end-to-end service experience with Dynamics 365 for Field Service. Built-in intelligence helps you resolve service issues before they occur, reduce operational costs, and deliver positive onsite experiences.



## Business Central

Dynamics 365 Business Central is an all-in-one business management solution that's easy to use and adapt, helping you connect your business and make smarter decisions.

## Client Success Story

The client, serving more than 3,000 communities and 8,000 members, was relying on a mix of disconnected legacy systems and needed to implement a modern unified platform to better manage operations and offer digital services. Protiviti utilized Microsoft Dynamics 365, SharePoint, Teams, Power Apps and Power Automate to implement a modern solution to improve collaboration, automate business processes and increase engagement across the large community. Protiviti migrated customer records and other business data from the client's legacy systems to Dynamics 365, which now serves as the organization's system of records. As a result, the client is now able to more easily access their data from anywhere and have access to accurate and up-to-date information.

Contact us today to see how Microsoft Dynamics 365 can transform your business.



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