



BUSINESS APPLICATIONS FOR DIGITAL TRANSFORMATION

# MICROSOFT D365

## Customer Engagement

### Solutions & Services

IMPLEMENTATION | UPGRADES | SUPPORT & HELPDESK

ENHANCEMENTS | CUSTOMIZATION | INTEGRATION

## One Stop Solution for Your Implementation, Support, Maintenance & Enhancement Needs

- *Is your organization leveraging CRM to effectively manage Sales, Customer Service, and Marketing?*
- *Is your Microsoft Dynamics CRM solution delivering the expected ROI?*
- *Is it scalable & robust to match your projected business growth?*
- *Are you leveraging all the business functionalities of CRM that are currently being offered?*
- *Is insufficient training of your workforce resulting in ineffective CRM utilization?*
- *Are high service costs dissuading you from upgrading to the latest version of CRM?*

As a provider of end-to-end business solutions, Alletec Technologies (Alletec) helps you override these challenges & accomplish mid to long term business objectives.

Alletec Solutions & Services provide cover for Microsoft Dynamics 365 Solution Stack. Alletec services leveraged for new as well as pre-installed Dynamics 365 Customer Engagement applications include:

- Solution Building & Implementation Services
- Helpdesk and Support Services
- Version Upgrades
- Modern Experience across Windows, Android, or IOS devices enablement
- Vertical Solution Development & Functionality Extensions
- System Integration
- Specialized Services

### Functional Expertise

With scores of successful implementations, Alletec has a track record of delivering several complex & large D365 Customer Engagement projects. These customers are from diverse geographies (Americas, EMEA, APAC), besides India. Alletec has demonstrated deep functional & technical expertise across diverse industries; and developed industry specific solutions for Dealer Management, Healthcare, Professional Services, Field Service and Real Estate.

### Alletec Support Advantage

To realize true business benefits – you must adapt, enhance, maintain & support your enterprise solutions constantly. Alletec helps you derive maximum value out of the solution and enable you realize your business strategy.

You can also gain access to Alletec 24x7 online helpdesk support portal. The Alletec team aligns with different time zones for project discussions. Domain experts are assigned as needs arise – saving you cost and time, especially in the offshore model.

Higher efficiency, greater stability, improved performance, larger capacity, better compatibility, longer support life and access to latest technologies is assured when collaborating with Alletec for consultative, implementation & support requirements.



**Improved  
Business Efficiency  
Through  
Helpdesk Services &  
Quick Remediation**



CATEGORY	SERVICES	DESCRIPTION
<b>D365 CUSTOMER ENGAGEMENT OFFERINGS</b>	<b>Solution Building and Implementation Services</b>	<ul style="list-style-type: none"> <li>End-to-end solution building, mapping, and implementation for all modules covered under D365 – Sales, Customer Service, Marketing, Field Service, PSA, Talent (Requirement study, Prototyping, System design/development, Technical &amp; functional training, Deployment)</li> <li>Solution Implementation, including data migration, user training, 3rd party products integrations</li> <li>Reimplementation of suboptimal implementations</li> </ul>
	<b>Helpdesk and Support Services</b>	<ul style="list-style-type: none"> <li>Helpdesk service through support portal, e-mail, chat or phone</li> <li>Dedicated offshore support - team of technical and functional consultants providing centralized support to globally distributed customers</li> <li>Dedicated onsite support - technical / functional consultants deployed at customer site – when needed</li> <li>Need based onsite and offsite support (T&amp;M basis)</li> <li>Regular reporting on system management and performance</li> <li>Functional &amp; Technical System Health Audit</li> <li>Access to Alletec 24X7 online helpdesk support portal</li> <li>Remote Assistance (via VPN, Remote Desktop, NTR Support)</li> </ul>
	<b>Version Upgrades</b>	<ul style="list-style-type: none"> <li>Upgrades to Dynamics 365 suite</li> <li>Data Migration</li> <li>3rd party product integrations</li> </ul>
	<b>Vertical Solution Development &amp; Functionality Extensions</b>	<ul style="list-style-type: none"> <li>Development of vertical/horizontal solutions for partners</li> <li>Version upgrade of vertical solutions APP</li> <li>Enhancements of Add-on APP</li> <li>Localization APP of verticals for countries</li> </ul>
	<b>System Integration</b>	<ul style="list-style-type: none"> <li>Web Services based integrated solutions development between Business Central and other 3<sup>rd</sup> Party Solutions</li> <li>Crating “Connect Apps” using standard REST API to interchange data.</li> </ul>
	<b>Developing Add-ons</b>	<ul style="list-style-type: none"> <li>Web and Mobile access interfaces</li> <li>Customer/Dealer portals</li> </ul>
<b>SPECIALIZED SERVICES</b>		<ul style="list-style-type: none"> <li>Specialized Trainings</li> <li>Integration with Microsoft Dynamics 365 BC and F&amp;O, and other Business Apps</li> <li>Global Templates development and international roll-out</li> <li>Bespoke integration solutions</li> <li>AL test automation, Staff augmentation</li> </ul>

# Need Based 'Best-Shore' Engagement Model

## – Combining On-Site & Offshore

### Engagement Models

Alletec focuses on delivering solutions and services customers with the 'best-shore' model - driven by specific customer needs.

- **Onsite** – All engagements that require face time with customers, e.g. - diagnostic study, business process study, training, user acceptance testing, handholding support are done onsite
- **Offshore** – All tasks that can be effectively executed from a distant location, by leveraging the available communication technologies for video or voice conferencing and text communication– Skype, Lync, support portal, email – are candidates to be moved offshore – both for cost optimization and speeding up time of delivery. Robust and mature delivery processes enable us to routinely undertake from India activities like – prototyping, design and development/ customization, help desk support, upgrades, and documentation. A Help Desk Support portal and a Bug Tracking system is available to all customers to effectively manage work and communications

### Additional Offerings

Alletec provides industry-specific applications and custom extensions to help businesses accelerate and extend their solutions.

- **Collaboration Solutions** – Microsoft SharePoint makes it easier for people to work together by providing a common collaboration platform. It simplifies Enterprise Content Management, streamlines Project Management and improves Report Sharing by giving need based access to databases, reports, and business applications
- **Mobile Solutions** – Alletec meet the needs of extended enterprises by offering both Web and Mobile enabled solutions to help boost productivity & maintain tight control over business processes. It has also custom-built a mobile dashboard application that can be seamlessly integrated with an ERP application. Besides, it also provides mobility enhancement for any standalone application
- **Custom Development** – The technical team makes Alletec adept in performing customizations with .NET platform and other prevalent technologies – delivering custom needed solutions and integration of multiple solutions

### **Dynamics 365 Customer Engagement Feature Highlights**

- *Create and nurture leads*
- *Increase sales profitability with advanced insights*
- *Deliver value at every touch point*
- *Boost sales productivity*
- *Deliver exceptional service*
- *Connect with real time data with built-in Power BI dashboards*
- *Innovate with AI-driven insights*
- *Improve agent performance*
- *Engage with customers on any channel or device*
- *Choose cloud, on premise, or hybrid deployment*
- *Take your business on the go – modern experience using Windows, Android, IOS devices*

### **Want to Upgrade to D365 Customer Engagement?**

- *More effective Decision Support System*
- *Greater Control on operational efficiencies and costs*
- *Increased competitiveness, Higher Growth*

*Alletec helps you achieve these with a proven path for upgrading to Dynamics 365 Customer Engagement*



For more information visit [www.alletec.com](http://www.alletec.com)  
Or write to – [info@alletec.com](mailto:info@alletec.com)

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