

# DYNAMICS 365 FOR BUSINESS AND ENTERPRISE

A 2-in-1 CRM & ERP tool built for modern business



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## THE BEST OF BOTH WORLDS...

**Dynamics 365 is a single unified offering with tools for both Customer Relationship Management and Enterprise Resource Planning. Designed for the modern business to sell more effectively, strategise better and market smarter, the 2-in-1 cloud solution offers access to several applications, including Sales, Customer Service, Field Service, Project Service Automation and PowerApps.**

The CRM and ERP solution integrates seamlessly with your Office 365 suite, giving you quicker access to your Outlook, Excel data and Word documents as and when you need them.

**97% OF GLOBAL CONSUMERS  
SAY CUSTOMER SERVICE IS  
IMPORTANT WHEN REMAINING  
LOYAL TO A BRAND.**

- Cloud Blogs, Microsoft

# A COST-EFFECTIVE SOLUTION THAT'S FLEXIBLE

**The greatest part about Dynamics 365 is that there's no reason to purchase fully priced plans if your employees don't need it. It's a flexible way to buy licences, reducing your overheads and allowing your employees to work smarter with efficient business tools at their fingertips.**

Choose from Enterprise and Business plans with applications to aid the user whatever their job role, then select from full use or team member licences depending on how much access they need to a specific application. A cost-effective structure that's designed to aid the business and their users.



# CHOOSE YOUR PERFECT PACKAGE

Dynamics 365 comes in two distinct plans; Enterprise and Business. However, all applications can be purchased separately, should you prefer to build your own package.

## **ENTERPRISE EDITION**

Suitable for companies with more than 250 employees or those who have outgrown their current CRM or ERP system.

- SALES
- CUSTOMER SERVICE
- PROJECT SERVICE AUTOMATION
- FIELD SERVICE
- POWERAPPS
- CUSTOMER ENGAGEMENT PLAN – INCLUDES ALL OF THE ABOVE

## **BUSINESS EDITION**

Suitable for companies with less than 250 employees and need access to a holistic CRM and ERP system.

- FINANCIALS
- SALES\*
- MARKETING\*
- POWERAPPS

\*Please note that the Sales and Marketing Applications are not yet available in Business Edition, but will be in 2018. Business and Enterprise Editions may change in the future.



# APPLICATIONS AVAILABLE WITH DYNAMICS 365

## **FINANCE**

Bring multiple financial systems together with a single view in Dynamics and process information easier and much more efficiently.

## **OPERATIONS**

Manage your business-critical processes such as inventory and transportation operations all in one application.

## **SALES**

Generate leads and nurture customer relationships with access to a system that streamlines the natural sales process.

## **CUSTOMER SERVICE**

Drive customer engagement and personalise their experience so your employees can work smarter and aid the customer faster.

# APPLICATIONS AVAILABLE WITH DYNAMICS 365

## **FIELD SERVICE**

Optimise your service schedule and enhance real-time communication between customer service and dispatch employees.

## **PROJECT SERVICE AUTOMATION**

Deliver projects on time and in budget with an efficient system that helps streamline the entire project from start to finish.

## **MARKETING**

Bring together your marketing and sales teams with an application that aids collaboration between content, emails and data.

## **POWERAPPS**

Automate business processes and workflows without the hassle of writing code and build apps quicker so you can get them to market faster.

# WHY CHOOSE DYNAMICS 365?

## **SELL MORE BY STAYING FOCUSED**

Bring your sales team together by giving them the right tools for the job with leads and opportunity management, quick access to products and price lists, and deliver the best from a unified service desk.

## **WORK SMARTER TO WIN FASTER**

Let your team work more efficiently by giving them the ability to run workflows and on-demand processes. Enable easy access to accounts, contacts and customer activities, while making searches faster with advanced find.

## **GROW YOUR BUSINESS PROFITABLY**

With interactive dashboards, data reporting and visualisations, Dynamics 365 is a great tool for identifying which path to a sale works best, in order to increase revenue at quicker rates for the future.





## WHY CHOOSE DYNAMICS 365?

### **DELIVER CONSISTENCY AND LOYALTY**

Excel in customer service by allowing team members to view full case management, service details and a customer's contracts and entitlements. Make follow-up calls and engage with them socially for a personalised service.

### **BENEFIT FROM A LOW-COST SOLUTION**

Reduce your overhead costs with Dynamics 365 by selecting subscriptions through job expertise and specificity rather than a standard tiered plan, with team members or full use plans for specific applications.

### **MAXIMISE YOUR PRODUCTIVITY**

Dynamics 365 works seamlessly with other Microsoft products including Office 365 and Power BI. You'll even be able to work on the go by downloading the app on iOS, Android and Windows devices.



**TODAY MORE THAN 87% OF  
BUSINESSES ARE UTILISING  
CRM FEATURES WITHIN THE  
CLOUD. COMPARED WITH  
ONLY 12% OF BUSINESSES  
IN 2008.**

- Software Advice, 2017

# DYNAMICS 365 FOR TEAM MEMBERS

If your users don't need access to extensive CRM and analytics tools, Dynamics 365 for Team Members is the perfect choice. The licence gives them access to every single application available but only at surface level.

It's ideal for employees that need to dip in and out of different applications throughout their working day.

# MAXIMISE YOUR CUSTOMER SALES WITH DYNAMICS 365 AND CONTACT US TODAY.

**Tel:** +39 045 24 56 884

**Email:** [contact@digitalstores.app](mailto:contact@digitalstores.app)

**Web:** <https://digitalstores.app>



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