



MICROSOFT DYNAMICS 365

Microsoft Dynamics 365 is a powerful CRM engine.

Microsoft Dynamics 365 is a cloud powered service that unifies customer relationship management (CRM) and enterprise resource planning (ERP) capabilities. This application can be used both on-premise or completely on the cloud. No matter what business model is being used, the Dynamics 365 environment can offer efficient and effective solutions for numerous business needs.

Enable your sales, marketing and service delivery teams with a powerful CRM engine. Charter Global provides talented resources to create and manage an effective CRM strategy. Charter Global clients rely on our CRM expertise to help take their business to the next level. We work closely with your team to understand your business so we can address your unique requirements in order to develop and implement the most effective CRM system for you. We also offer project governance services and technical consulting for CRM projects.

Equipped with additional features like Microsoft Flow and Microsoft PowerApps, Dynamics 365 is an advanced and intelligent cloud application maximizing employee efficiency and output. All these features are combined with an intuitive UI for the best results.

We Offer Expert Solutions Including:

Sales

- Embedded intelligence lets sellers focus on selling
- Boost sales by using Relationship Assistant, Auto Capture, and Email Engagement
- Consistent user experience for seamless navigation
- User interface controls use a Common Controls Framework (CCF) for consistency
- Enhanced integration with LinkedIn Sales Navigator
- Professional user license for streamlined Sales Force Automation (SFA)

Customer Service

- Customer Service Hub for case and knowledge management on any screen size, device, or orientation.
- Dynamics 365 provides cloud-hosted web portals for external audiences.
- Voice of the Customer for survey-creation and feedback analysis.

Social Engagement

- Identify the most important conversations using adaptive sentiment and intention analysis capabilities.
- Intelligent alerts to stay ahead of any potential public relations crisis
- Use automation rules to intelligently assign social posts to the right people for follow-up
- Social Selling Assistant and social presence will help clients find more leads and close more deals.
- No additional cost with subscriptions to the Dynamics 365

Marketing

- Configurable templates with a drag-and-drop designer to set up the client's journey
- High-volume email with dynamic content, and capturing opens, forward, clicks, and bounces.
- Promote webinars and in-person events for rich engagement across channels.
- Bring in and nurture leads using a connector to LinkedIn Lead Gen Forms.
- General Data Protection Regulation (GDPR) - Investments address the European privacy law's requirements.

Power BI

- Power BI can be used to translate a wealth of data into actionable insights
- Analytics and exploration experiences from multi-dimensional source, and capabilities for analysts to improve productivity with unique ways to visualize data.
- Identify trends or changes in their data using Smart alerts and enhanced Quick Insights.

PowerApps

- Combining the richness of Dynamics 365 with the agility of PowerApps to create a single unified platform.
- PowerApps is also tightly integrated with Office 365
- Build standalone business applications connected to more than 200 data sources.

About Charter Global

Charter Global drives innovation in IT projects and business operations by defining strategy and providing consulting, digital solutions, custom development, and skilled resources. With an established customer base of Fortune 1000 industry leaders and over 100 successful project implementations, our experience and proven methodologies enable our professionals to deliver industry leading solutions in cloud technologies, open source, DevOps, mobility, CRM, ecommerce, SAP, and Oracle JD Edwards platforms.

- Founded in 1994
- Headquarters in Atlanta, GA, and 3 development centers
- Gold Microsoft Partner for the past 3 years
- Established customer base of Fortune1000 industry leaders
- 500+ full-time IT professionals support client projects

Contact

Charter Global Inc. | <https://www.charterglobal.com>

Sachin Harsh | Director, Business Development
Office: 770.326.9933 Extn 104
Direct: 678.370.9934
Mobile: 678.332.9627
Email: sharsh@charterglobal.com

Debbie D’Arcy | Executive, Business Development
Office: 770.326.9933 Extn 134
Direct: 678.379.5365
Mobile: 678.641.6818
Email: ddarcy@charterglobal.com

