

GUIDE

Accelerate growth with Dynamics 365 CRM.



Think Bigger.

Who we are.

ANS helps organisations like yours drive growth by transforming processes and gaining data-driven insights using Dynamics 365 and the Microsoft Power Platform.

What are your organisation's priorities?

- ✓ Connecting your business data?
- ✓ Clearer visibility of your sales pipeline and accurate forecasting?
- ✓ Streamlining your processes?
- ✓ Improving service to your customers?
- ✓ Safeguarding your data?

Wherever you are in your digital transformation journey, we will help you realise these goals using Microsoft Business Applications.



Dynamics 365 apps we work with.

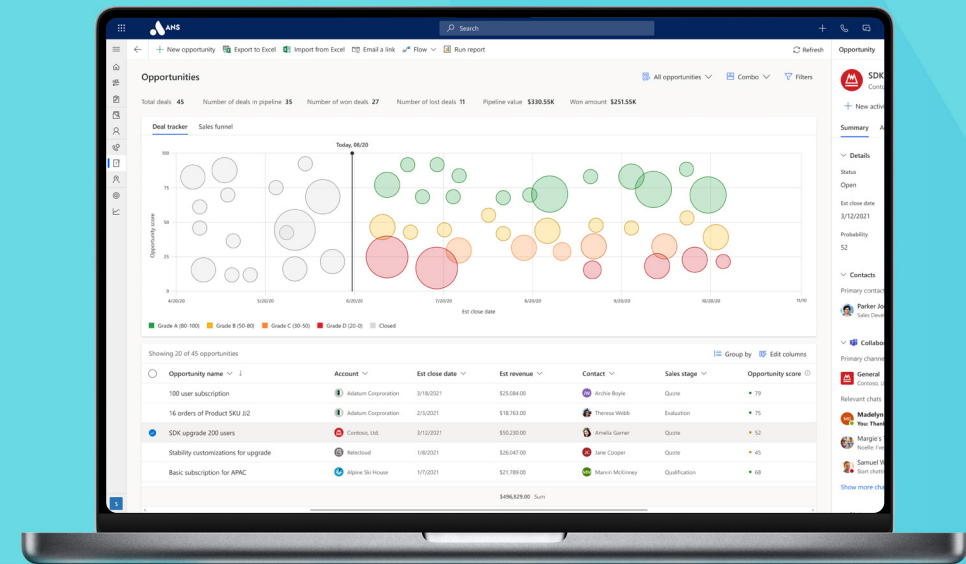
We will help you innovate with Dynamics 365 CRM apps tailored to the needs of your teams. Each application integrates with Outlook,

Teams and other Microsoft business applications to seamlessly connect your processes.



Build relationships & grow revenue with Dynamics 365 Sales.

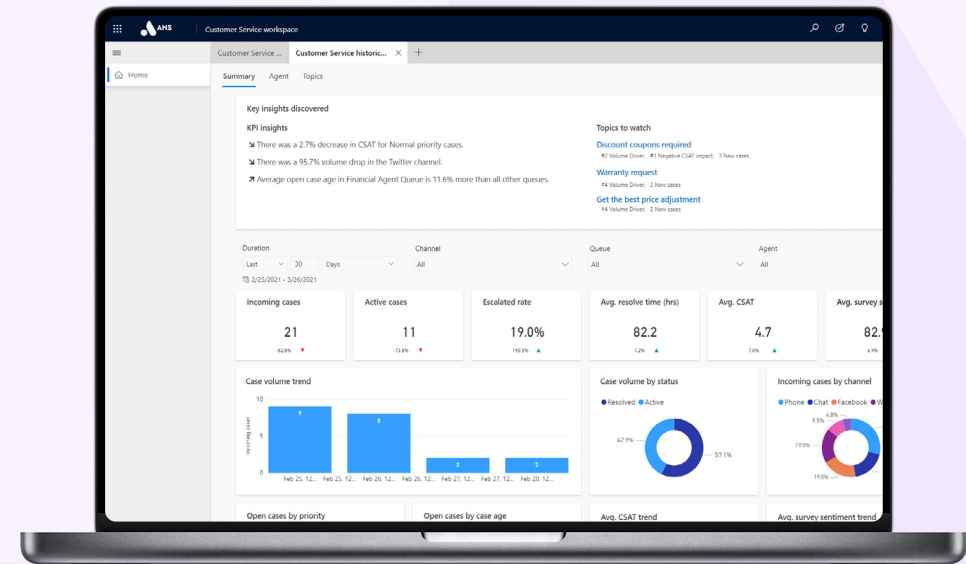
- ✓ Know your customers and prospects better with access to complete relationship detail in one place, including recent interactions.
- ✓ We'll help you manage everything you need in a single workspace, from lead management and pipeline forecasting to real-time dashboards, so you can focus on the right leads and win faster.
- ✓ Use actionable data insights to increase conversion rates and empower your sellers to be more customer-centric.
- ✓ Seamlessly collaborate with your colleagues on accounts, sales opportunities and prospects using built-in integration across Dynamics 365, Microsoft Teams & Outlook.
- ✓ Save time and communicate with customers more effectively using AI-generated emails.



Transform service delivery with Dynamics 365 Customer Service.

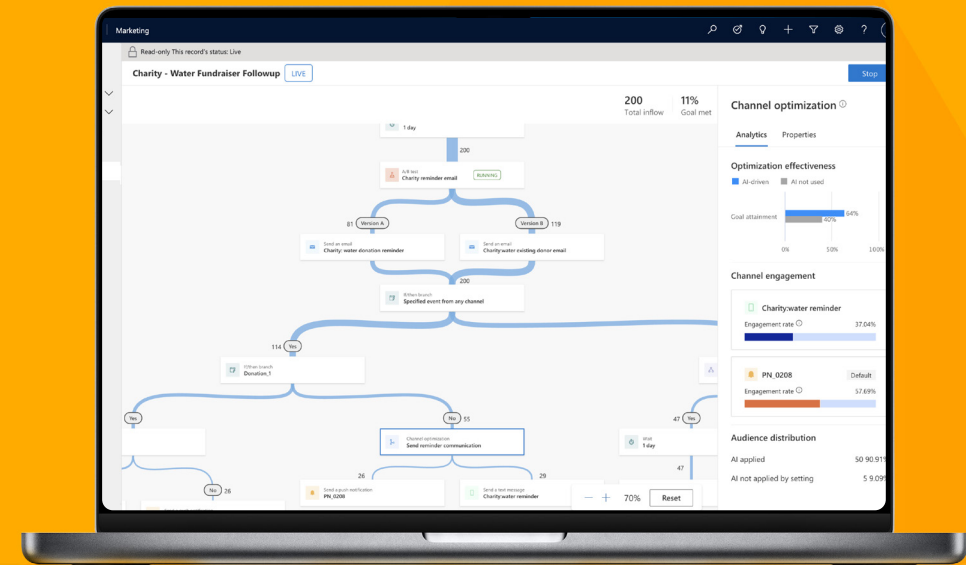


- ✓ Enable agents to provide responsive and personalised support using case management capabilities and easy access to your customers' relationship history.
- ✓ ANS will help you deliver on your service commitments by configuring inbuilt SLA management capabilities.
- ✓ Increase support resolution at the first point of contact by collaborating with experts across your organisation using embedded Teams chat and promoted knowledge articles.
- ✓ We'll deploy self-service portals with conversational intelligence that allow your customers to find answers and check the status of their recent cases on demand.
- ✓ Improve productivity and customer satisfaction by equipping service managers with data-driven insights to identify recurring cases, check average resolution times, recent CSAT ratings, and more.



Elevate customer experiences with Dynamics Customer Insights Journeys.

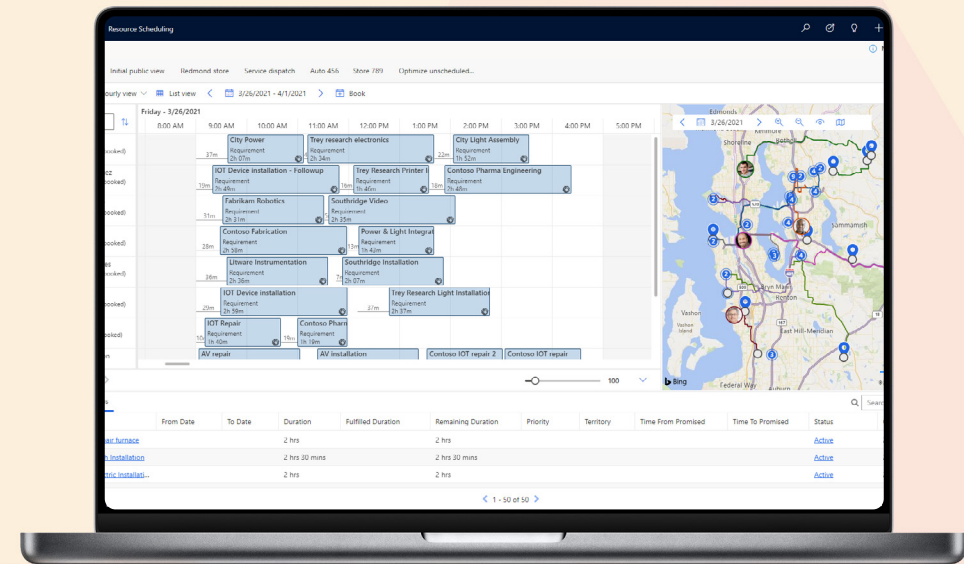
- ✓ Allow your sales and marketing teams to see a clear view of your marketing campaigns and activities on a single platform.
- ✓ Create relevant, compelling and highly personalised content faster using CRM data to nurture your prospects and grow relationships.
- ✓ Our team will help you create personalised journeys to nurture your customers and prospects across multiple touch-points that are triggered in real-time by their actions.
- ✓ Increase conversions by using automated scoring models to identify sales-ready leads and route these to sellers at the right time.
- ✓ We'll create dashboards and reports to help you increase the impact of your marketing by analysing campaign performance and content effectiveness.



Optimise operations with Dynamics 365 Field Service.



- ✓ ANS will help you increase the efficiency of your field-based resources by deploying Dynamics Field Service so you can easily find and schedule the best technician for each job.
- ✓ Enable your customers to schedule visits and track the live location of technicians.
- ✓ Empower your field engineers with a mobile app to efficiently manage their work orders and appointments, and access client histories and maintenance records.
- ✓ Help engineers complete jobs faster with access to expert knowledge articles and technical guidance.
- ✓ Manage customer assets in one place with a detailed view of work history, asset location and warehouse stock information.



Innovate quicker with the Microsoft Power Platform.

streamline more workflows in your organisation with low-code solutions built on the trusted Microsoft platform.

ANS helps teams be more productive and develop intelligent applications and solutions using these products.



Power BI

Visualise your data in new ways to uncover actionable insights that will drive quicker, better-informed decisions.



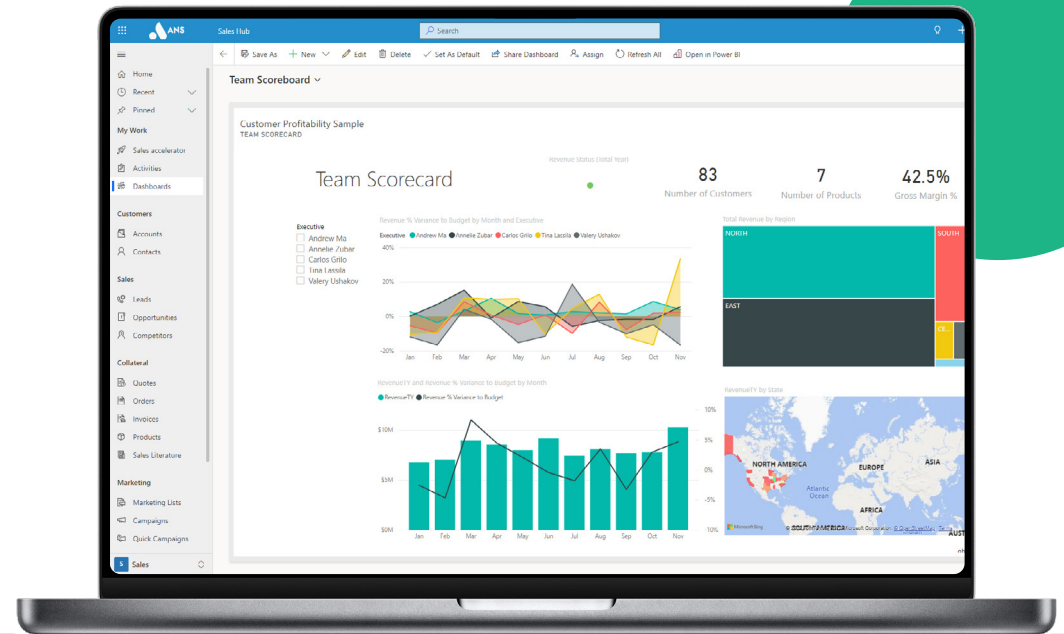
Power Automate

Simplify repetitive tasks with automated workflows to complete routine tasks quickly and consistently.



Power Apps

We'll help you solve challenges in your organisation and modernise processes by building and deploying highly scalable low-code apps.



How ANS help you benefit from Dynamics 365 and Microsoft Power Platform.



Complete view of every customer

Gain a 360-degree view of your customers by accessing all interactions with them across teams, apps and devices in one place.



Native integration with Microsoft apps

We'll help you bring your teams closer and collaborate better by connecting CRM with the applications you already use.



Safeguard your customer data

Gain peace of mind by securing your data in the trusted Microsoft Azure cloud and ensure GDPR and regulatory compliance.



Data-driven culture

We'll enable you to monitor your key metrics using dashboards so you can go from data to insights and action in minutes.



Modernise your processes

Replace repetitive manual tasks with smart, automated processes that save time and improve your productivity.



Scalable platform

Adapt to changing needs, add more capabilities, customise, and extend your CRM as you grow.

Implementing Dynamics 365.

We've simplified the enterprise-scale Dynamics 365 apps and tailored them specifically for small and medium-sized businesses.

Our rapid deployment approach

01

Configuration

Your Dynamics system will be configured and deployed in line with best practices.

02

Integration

We'll connect CRM with Outlook, Teams and your other Microsoft applications.

03

Data Import

We'll support your data import of accounts and contacts.

04

Consultancy

We will provide hands-on guidance to personalise Dynamics 365 to match your processes.

05

User Adoption

Simplify your Dynamics onboarding with access to our eLearning resources.

06

Support

Once your system is live, access help and support from our Dynamics experts.

This allows you to go live with Dynamics 365 Sales, Customer Service or Marketing apps in as few as 5 days.

We've removed the complexity, cost and hassle of a traditional CRM deployment to provide flexible and affordable solutions that will quickly get your team up to speed.

Our Managed Services at a glance.

Unlock greater value from the Dynamics system with ANS managed services.

- Minimise downtime with expert help to resolve any Dynamics 365 questions and issues.
- Grow and expand your system using inclusive consultancy hours to make changes and receive advice from our experts.
- Quickly add more capabilities using our library of apps, connectors and other packaged solutions.
- Increase Dynamics user knowledge by scheduling training sessions or accessing our on-demand eLearning resources.
- Use our advisory services to access a wide pool of skills and talents across Microsoft Business Apps when you need them.

	Base	Elevate 365	Centre of Excellence
Service desk	✓	✓	✓
eLearning access	✓	✓	✓
Solutions catalogue access	✓	✓	✓
Inclusive consultancy hours		✓	✓
Performance tuning and diagnostics		✓	✓
Integration management		✓	✓
Active backlog management			✓
Dedicated consultant			✓
Strategic and technical reviews			✓
Microsoft Power Platform management			✓

Examples of our client success stories.

Industry: Training Provider

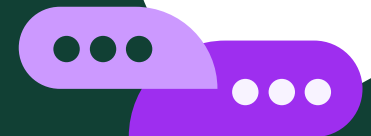
ANS helped Virtual College evolve its deployment of Dynamics 365 to connect its core processes across sales, service and marketing, to create a single source of truth. This saved them time by removing the manual effort of updating data in multiple locations and improved Dynamics user adoption across teams.

“Across Virtual College, we regard Dynamics 365, Power Apps and the Power Platform as highly versatile technology that is becoming strongly embedded across the business.

ANS has supported us through a very ambitious development of Dynamics, from which we’ve seen real success and greater adoption.”

- Helen Alexander, Dynamics Product Owner

 **Virtual College**
by Netex



Examples of our client success stories.

Industry: Telecoms

Socket Mobile increased the value of its Dynamics 365 system with responsive support, faster customisation projects, and proactive consultancy through ANS's 365 managed service.

The changes introduced by ANS could improve their user experience and transform the reporting process.

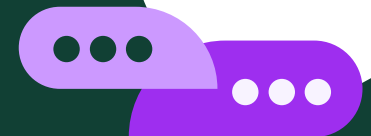
“I’ve been delighted at the speed that ANS has been able to answer our questions and the outcomes that we’ve achieved.

The changes that ANS has already implemented and the other developments that are planned are helping put our company in an excellent position for growth.”

- Anna Buckman, Global Sales Systems Manager

The logo for Socket Mobile, featuring the word "socket" in a bold, lowercase sans-serif font with a registered trademark symbol, and "mobile" in a smaller, lowercase sans-serif font below it. A stylized white icon of a socket is positioned to the left of the text.

socket[®]
mobile



Why choose ANS?

We are a 800+ strong team of technologists, engineers and business professionals who make enterprise-grade technology, knowledge and processes accessible and affordable for all companies.

We've made it our mission to help small and medium-sized businesses achieve their dreams by streamlining, pre-configuring and automating cloud, security and business app technology. In this way, we help people Think Bigger.

Unrivalled Microsoft Expertise

As a Microsoft Solutions and Inner Circle Partner, we know how to deliver Dynamics 365 CRM. We've done it for thousands of companies. We combine this experience with 20+ years of expertise serving over 5000 SMBs every year to create the best Dynamics 365 solutions for companies like yours.

We would be delighted to work with you to identify how Dynamics 365 can be quickly implemented to help you grow customer relationships, accelerate your digital transformation and increase productivity.



Integration

10,000+ Dynamics users supported



Consultancy

Microsoft product expertise



Training

Microsoft's top 1% of worldwide partners



Support

Proven results for customers

Get in touch.

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