Microsoft

Decision Accelerator for Microsoft Dynamics CRM

Helping ensure your CRM Solution aligns with your business needs

Accelerate your decision-making process with a solution blueprint for your future. "Microsoft Services was the clear choice from the beginning. Their professionalism, responsiveness and guidance during the selection process and now into implementation has been invaluable."

Patty Wade, CIO and Vice President of Strategic Planning, Mattress Firm

Get answers to key questions before you deploy.

- What are the solution requirements & future processes?

- How does the solution fit business and technical requirements?

- Are there hardware & 3rd-party software implications?

- How do I figure out the delivery process, schedule, resourcing model, & costs?

- How can I validate a specific subset of solution requirements?

- How do I communicate the value/ROI of the proposed solution?

- What's the best approach if upgrading an existing Microsoft Dynamics CRM solution?

Overview

Based on Microsoft Dynamics CRM, the customer relationship management (CRM) Solution from Microsoft Services delivers end-to-end functionality that can help you improve sales productivity, deliver quality customer care, and drive customer loyalty to more fully enable your sales and services capabilities. But, before you make your CRM technology investments, you need to know you are making the right choices for your business and that the solution you choose will not only meet your business and technical requirements, but will deliver the desired outcomes.

With the Decision Accelerator for Microsoft Dynamics CRM, Microsoft Services can help you effectively envision and develop a solution blueprint for your CRM solution. Assess your solution requirements, establish a clear vision for your solution, and build a solid business case before making your investment, so you know you have the right solution for your business needs.

How the Offering Works

The Decision Accelerator for Microsoft Dynamics CRM can help you assess the fit, functionality, performance, scalability, cost, and business case for a customer relationship management solution based on Microsoft Dynamics CRM. Our consulting services can help you make sound investment decisions to deploy a customer relationship management solution aligned with your business objectives.

As part of Microsoft Dynamics Sure Step, a comprehensive methodology that provides a consistent approach and tools for deployment of Microsoft Dynamics CRM, the Decision Accelerator offering includes a standardized set of services that will help you envision your CRM solution and aid in your decision-making process.

About Microsoft Services

Leverage Microsoft Services to successfully implement your Microsoft Dynamics solution. We provide:

- Experience and commitment
- Expertise and product knowledge
- Return on business value

Microsoft Services uses a standardized, proven implementation methodology called Sure Step to deliver four core offerings for envisioning, implementing, upgrading, and optimizing your solution.

Requirements and Process Review	Evaluates current processes to determine the requirements for the future state of your business.
Fit Gap & Solution Blueprint	Determines the "degree of fit" between your business requirements and existing systems, showing how the solution will help meet your business needs.
Architecture Assessment	Provides prescriptive infrastructure and hardware guidance for your deployment; can be used to validate that your solution can scale to help meet your business and IT needs
Scoping Assessment	Delivers a high-level resource and cost plan; can also be used to determine if your deployment can be released in multiple stages.
Proof of Concept	Gives your team the opportunity to pilot specific solution areas of concern with your data, validating that the solution meets your business requirements; includes an Accelerated Proof of Concept for Microsoft Dynamics CRM Online.
Business Case	Prepares the case for investing in a Microsoft Dynamics CRM solution for your organization.
Upgrade Assessment	Helps identify the enhancements, needs, and process associated with a Microsoft Dynamics CRM upgrade.

Align Technology Investments with Business Objectives

Fully align your Microsoft Dynamics CRM solution with your business objectives through a comprehensive evaluation of business and technical requirements, ensuring that the end results will satisfy your business needs.

Minimize Implementation Risk

With Microsoft technical expertise and proven practices helping you perform the due diligence required before you begin to deploy, implementation of your Microsoft Dynamics CRM solution will go more smoothly and efficiently.

Maximize Return on Investment

Evaluate the economic justification of your project and maximize your return on investment. Together with your team, Microsoft Services can help you build a detailed business case that will identify the cost elements of your project and outline the benefits. By driving your implementation towards those goals, it will help maximize your investment and deliver your expected return on investment.