



alpha**bold**

MICROSOFT DYNAMICS 365 FOR CUSTOMER ENGAGEMENT

BRING **PEOPLE, DATA** AND **PROCESSES** TOGETHER TO DRIVE PRODUCTIVITY

WHO WE ARE

AlphaBOLD provides consulting and implementation services for

NetSuite
ERP

Microsoft
Dynamics 365

Office 365 &
SharePoint

Azure

AI & IoT

BI

DevOps

QA

WHAT WE DO



Ad Hoc Consulting



Development



Solution Optimization



Integrations



Optimization

HOW WE DO IT



OUR AWESOME TEAM

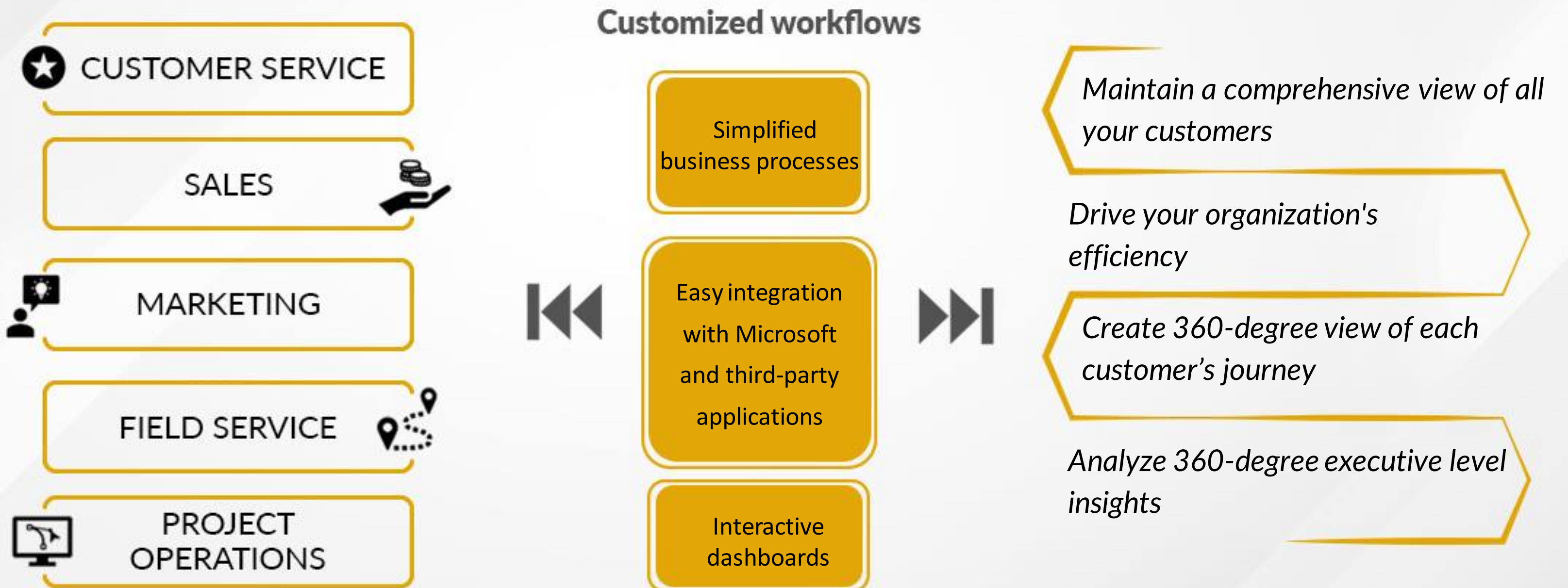


PARTNER FACTS, AWARDS, ACCOLADES



OVERVIEW

Microsoft Dynamics CRM brings together all CRM capabilities on a single platform to help you build customer relationships that matter



CHALLENGES ADDRESSED BY MICROSOFT DYNAMICS 365 CE



Simplifies complex business processes



Allows to overcome budgetary constraints & workload issues



Automates disintegrated tasks across sales, marketing, customer service, field service and project service



Consolidates the entire customer journey onto a single platform



Maintains successful customer relations backed by real-time insights and data



Equips employees to manage time efficiently and cut down time searching for information

MICROSOFT DYNAMICS CRM COMPONENTS



- Use built-in intelligence to identify trends, anticipate customer needs and gain insights into customer behavior
- Get a 360-degree view of each customer's journey
- Empower agents with data to deliver fast
- Empower CS teams with a single, unified source of all customer information



- Automate your sales processes to close more deals
- Handle multiple opportunities against the same customer, vendor or retailer
- Allow easy integrations with Microsoft and third-party applications
- Get interactive insights and user-friendly dashboards



- Drive results by automating marketing plan across all digital channels
- Personalize the buyer experience
- Measure expenditures across every marketing investment to track ROI
- Integrate with existing apps or Microsoft Dynamics 365 Marketing App & ClickDimensions

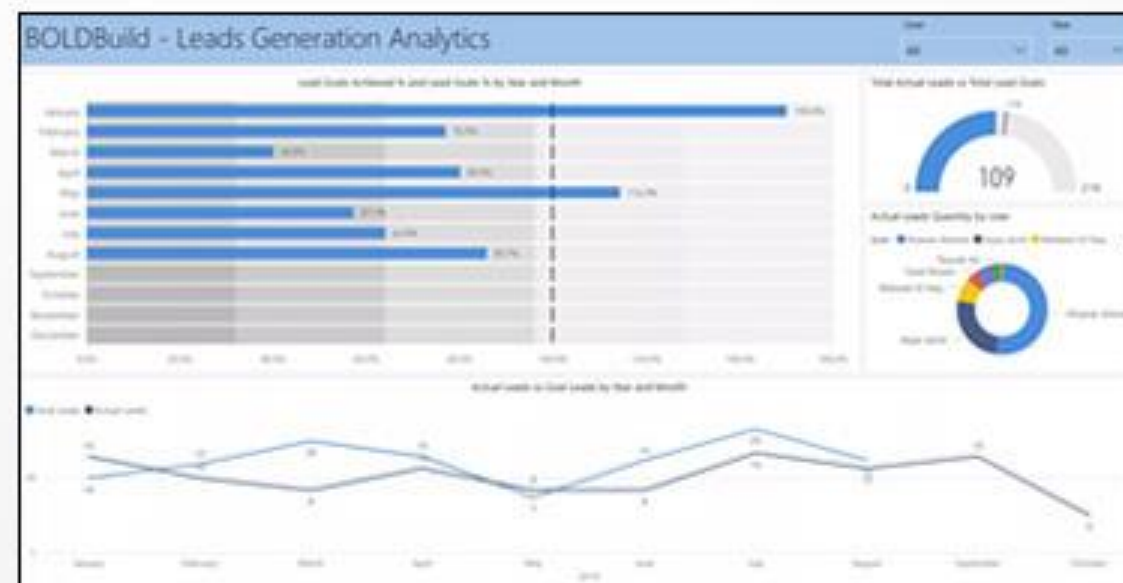
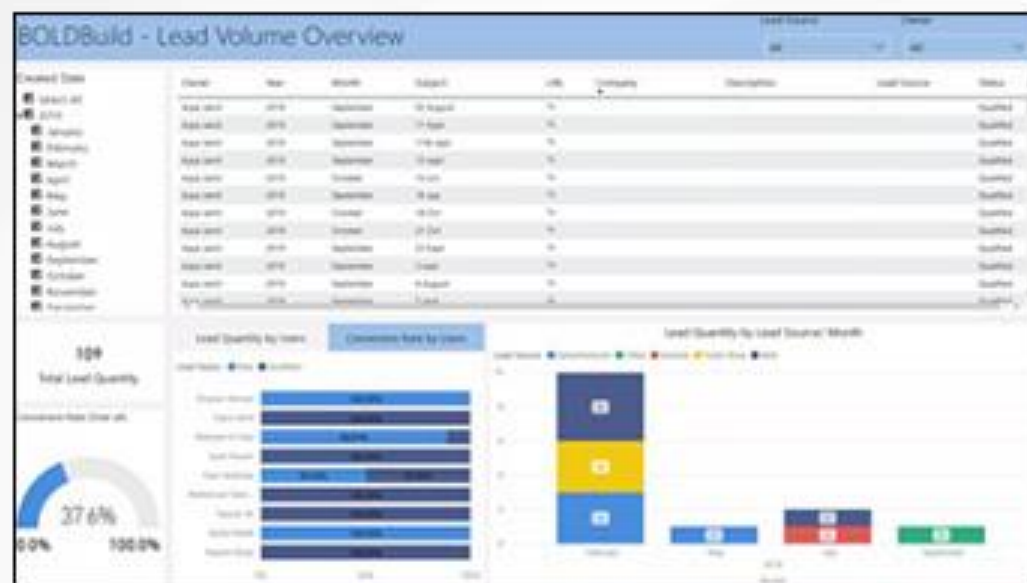
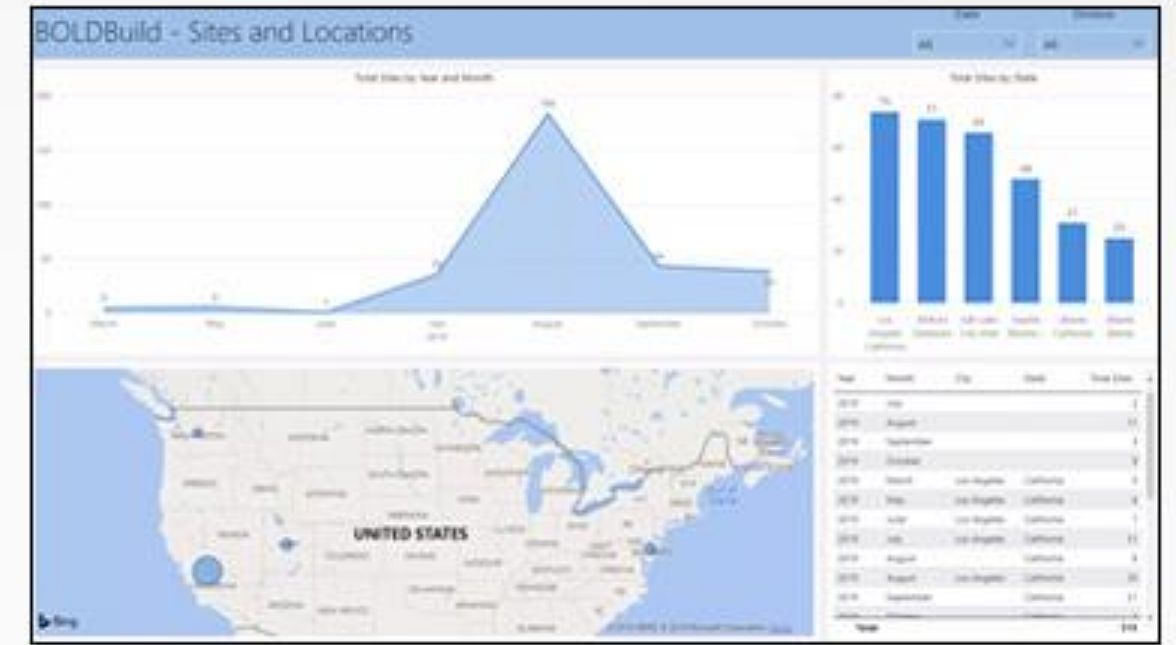


- Assign tasks, schedule maintenance and track inventory
- Appoint technicians with the right skill set at the best location
- Harness the power of AI and IoT to detect problems before they even occur
- Integrate your Dynamics 365 for Field Service with third party applications



- *Get 360-degree executive level insights on all projects*
- Easily access all project information
- Foster collaboration across teams with centralized information
- Use real-time interactive dashboards coupled with Power BI to track inventory and resource updates

TECHNOLOGIES, TOOLS & DASHBOARDS



ADVANTAGES

- **Easy to Use and Deploy:** Hybrid cloud environment based on your budget and infrastructure
- **Fully Integrates With Microsoft Products:** Outlook for communication, Power BI for data analytics or SharePoint for documentation
- **Reduced Sales Cycle:** Provides complete picture of each prospect's journey, allowing sales team to create more targeted selling experiences
- **Customizable:** Modifies workflows to meet your business needs
- **Enhanced Customer Service Experience:** Identifies customer sentiments, buying patterns and brand loyalty
- **Scalability:** Depending on your current team size, budget and workload
- **Increased Productivity:** More informed decisions, using the right tools and insights



INDUSTRIES WE HAVE SERVED



Manufacturing



Law



Media &
Entertainment



Healthcare



Medical
Devices



Food &
Beverages



Financial
Management



Non-Profit
Organizations



Real
Estate



Marketing



Banks



Inventory
Management



Accounting



Restaurants



Life
Sciences



Wholesale
Distribution



Logistics



Retail

OUR HAPPY CUSTOMERS



DASTMALCHI



CONTACT US

Call: (909) 979 1425

Email: sales@alphabold.com

Visit Us: www.alphabold.com

Address: 2011 Palomar Airport Rd, Suite 305,
Carlsbad, CA 92011, United States

