

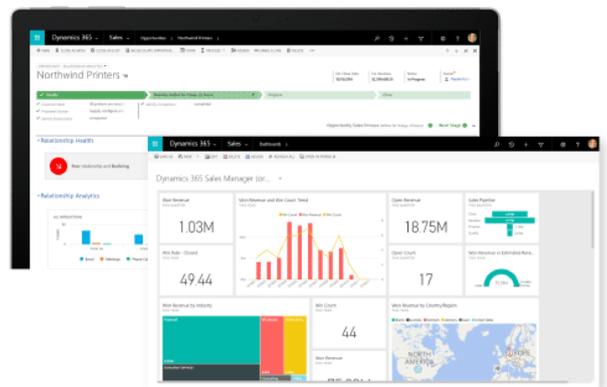


Sell more, faster with Microsoft Dynamics 365 for Sales

Microsoft Dynamics 365

Sales productivity is a vital driving force in any business. With more and more customers comparing companies online it is vital a company can provide powerful sales insight to their sales team to gain strategic advantage with real-time customer and competitor intelligence.

Sales teams need to be at the forefront of your business providing distinct, personalised customer experiences. **Dynamics 365** is a single platform from *Microsoft* that combines ERP and CRM functionality bringing together your business apps (sales, customer service, field service, operations, marketing, project service automation and finance) helping you run your business in a unified and intuitive way, improving employee productivity and driving customer satisfaction.



Microsoft Dynamics 365 for Sales

Microsoft Dynamics 365 for Sales helps free up salespeople to focus on engaging, developing and building customer relationships. **Microsoft Dynamics 365 for Sales** provides personalised dashboards with easy-to-read charts and graphs that help you see how you and your team are performing against key metrics. View open opportunities, pipeline growth, leads and activities. Close deals faster by working efficiently, collaborating and applying contextual insights. Predict customer needs and meet them by personally building relationships and increasing revenue.

What's top of mind for sales representatives?



Customer experience is over taking price as a key brand differentiator



Buyers are more informed, independent and highly influential

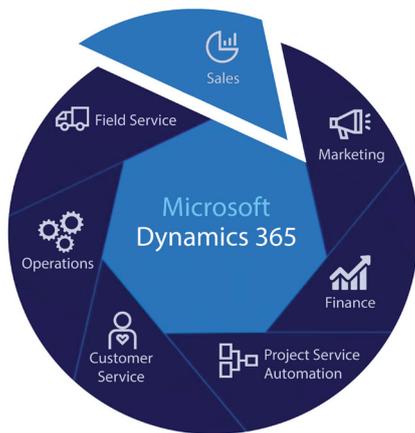


Several stakeholders are involved in purchase decisions, making it hard for sales to create consensus and build deep relationships

Keep Track of your Customers

The relationship assistant – **Cortana** – empowers your sales and service teams to engage with customers delivering business value goals with all relevant details at their disposal, without navigating between applications:

- > Automatically determine relationship health, risk and next best action, allowing your sales team to focus on selling
- > Win new and repeat sales using a personalised process
- > Identify prospects and customers with the most potential



Manage the Sales Process

The sophisticated and more demanding customers of today expect to be engaged in new ways. Help your salespeople zero in on the right leads, contacts and opportunities as they build out the pipeline with social insights, up-to-date company information and an embedded sales process—knowing how and when to engage:

- > Replace time consuming tasks with automated CRM workflows
- > Empower your salespeople with predictive analytics, digital intelligence and automated lead scoring
- > Signals from both the Sales app and **Office 365** help sales representatives assess their customer relationships, with all the tools they need to choose the next step
- > Nurture leads from prospect to order and increase cross sell with product recommendations to increase opportunity size tailored to your customer's needs
- > Create consistent sales interactions by following the sales process as it takes you through each stage
- > Manage quotes, orders, invoices easily and reduce administrative burden

Mobility

Sales professionals can easily gain access to the right people, content, social data, task flows and information needed to collaborate, refine, and win with apps that work across phones and tablets using any platform – **Windows, iOS, Android**. **Microsoft Dynamics 365 for Sales** helps sales teams be more productive and proactive whilst reducing the cost of sales by allowing salespeople to achieve more whether they are in the office or on the road.

Sales Intelligence

Motivate your sales team with the perfect mix of information and collaboration. Use built-in digital intelligence and automated business processes to increase your revenue while controlling acquisition costs and sales processes:

- > Get visibility into the sales metrics that matter most to you and make informed decisions about your business
- > Easy-to-use dashboards help you set smart goals and monitor results
- > Built-in Help aligns your team's actions with best practices

Integration with Microsoft Outlook

Track email interactions, such as open, reply and if they have opened an attachment, allowing you to stay on top of your email and prioritise those prospects or customers that are most engaged. Use auto capture to automatically capture data from emails, eliminating manual entry and ensuring that relationship data is kept up-to-date.

Day-to-Day Management

- > Tap into the wisdom and experience of your team with shared meeting notes, events and custom sales documents created with real-time co-authoring. Use **OneNote** within the Sales management software to take notes and share your work
- > On-board new people quickly to get them selling right away
- > Maximise sales effectiveness – hit your numbers by setting goals, monitoring results, and providing feedback and coaching in real time
- > Manage sales pipeline with pre-built, interactive dashboards and reports, advanced visualisations, and natural language Q&A
- > Leverage internal competition with gamification and turn work into play by letting sales team collaborate and compete in fun, engaging competitions including social selling

Since being founded in 1989, Prodware has developed, deployed, integrated and hosted IT solutions for businesses.

An international leader and the largest Microsoft Dynamics partner in the EMEA region, Prodware has 1,275 employees and 19,000 clients, with Prodware offices in 15 countries.

With experience in both the SMB and Enterprise sectors and a Microsoft Tier 1 Cloud Solution Provider, Prodware can help you with your initial Dynamics 365 deployment, easy billing and ongoing application support.

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