



DRIVING DIGITAL TRANSFORMATION WITH DYNAMICS 365



OVERVIEW

DYNAMICS 365 FROM SYSCOM

Syscom can help you transform the way you do business using Microsoft's suite of cloud-based, intelligent business applications. At Syscom, we help our customers take advantage of these powerful tools to improve productivity.

With Dynamics 365 you can offer both staff and customers a better, more intuitive service by bringing disparate processes together. Give your employees the step up they need, the information they ask for and simplify their daily tasks.

At Syscom, we work in an on-going partnership with our clients and offer a complete range of complementary services. We prioritise delivering your Dynamics 365 project on-time, within budget and in the most efficient way possible - all with minimal disruption to your business.

DYNAMICS 365 MODULES

Choose the modules your business needs.



FINANCE



SUPPLY CHAIN



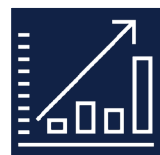
SERVICE



SALES



HR



MARKETING

FINANCE



MAKE DATA DRIVEN DECISIONS

Make decisions based on data to help drive business growth and increase profits.



SIMPLIFY FINANCIAL MANAGEMENT

Simplify the way you manage your financials with real-time analytics and detailed reporting.



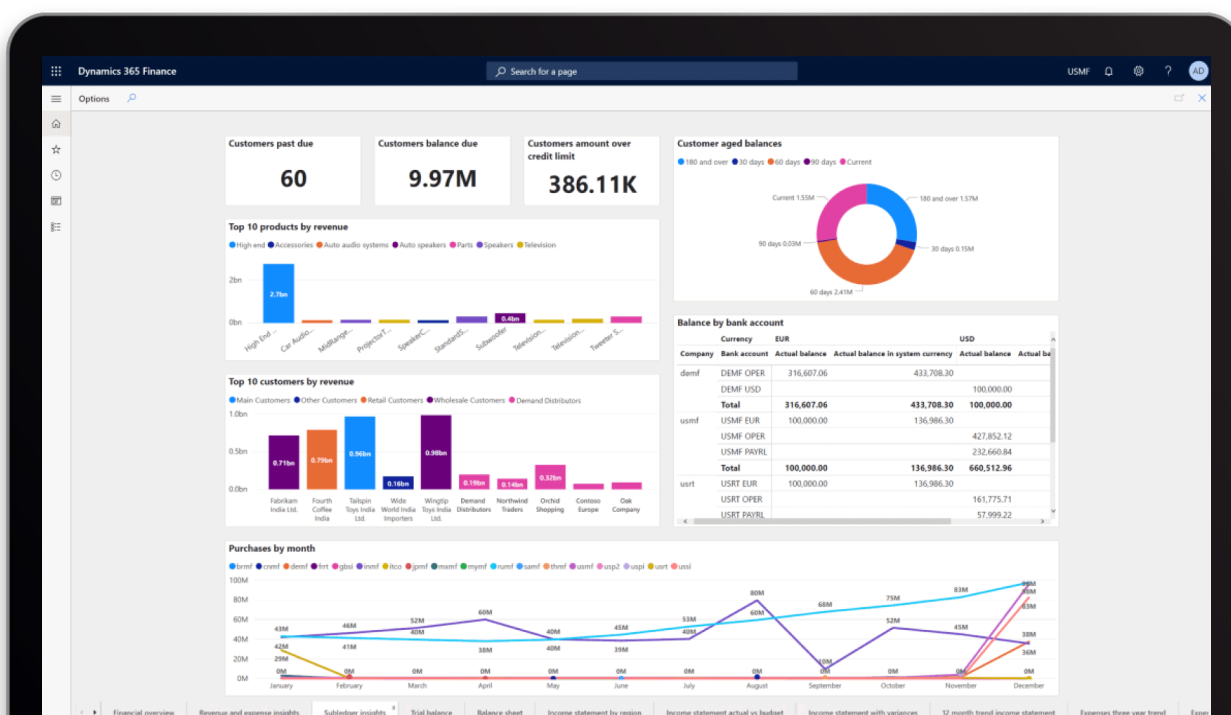
IMPROVE PROFITS AND CASHFLOW

Provide intelligent recommendations and guidance to improve customer payments.

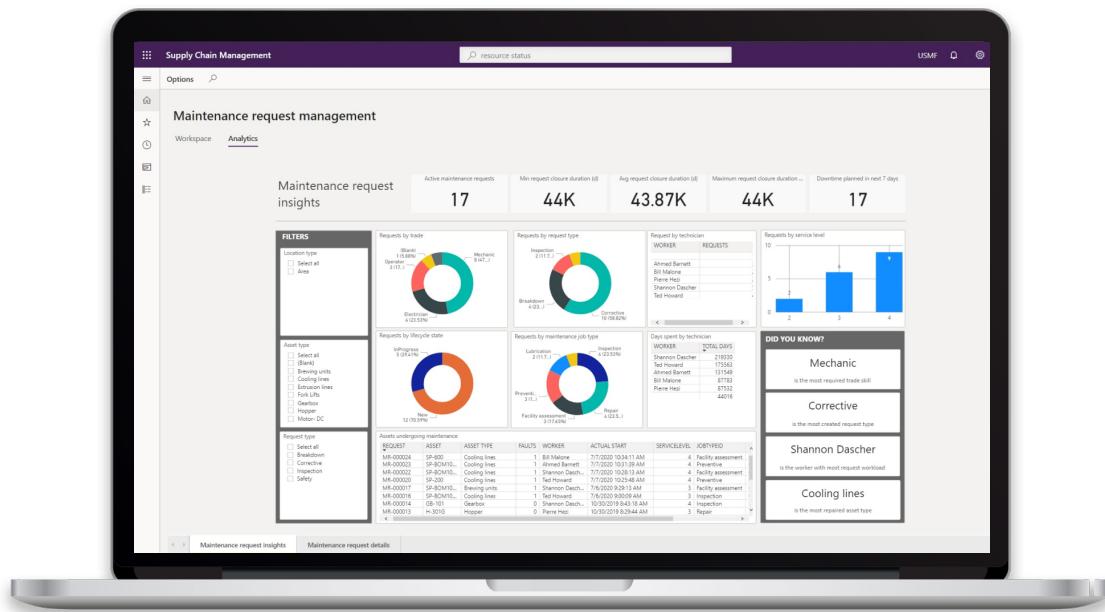
Drive financial growth and automate processes using the business intelligence and analytics capabilities of the Dynamics 365 Finance application.

By taking advantage of a centralised financial management solution, you can adapt quickly to change, minimise operational costs and maximise efficiency.

- Unify and automate key financial processes
- Monitor performance in real-time and predict future outcomes
- Enhance your financial decision making
- Decrease global complexity and risk
- Reduce operational expenses in multiple locations.



SUPPLY CHAIN MANAGEMENT



Use Dynamics 365 Supply Chain Management to build a strong and flexible supply chain, predict disruptions and respond quickly.

- Optimise warehousing, logistics and inventory to maximise operational efficiency
- Execute production planning in real-time
- Streamline resource management
- Fast track product delivery through automation
- Create an optimal manufacturing process
- Real-time reporting and analytics on-the-go.



Gain planning agility to fulfill customer demands - Ensure on-time delivery with AI (Artificial Intelligence) enriched demand forecasting tools and operational planning – which connects with sales to keep things running smoothly.



Optimise stock and logistics - Gain visibility of warehouse operations and stock in order to successfully track the movement of finished goods in real-time and to manage the volume and consumption of raw materials used throughout the production process.



Maximise asset uptime and longevity - Manage your assets by optimising the tracking and monitoring of KPIs in order to improve the overall equipment effectiveness (OEE) of vital assets. Also, plan and predict maintenance in order to maximise the longevity of critical assets.

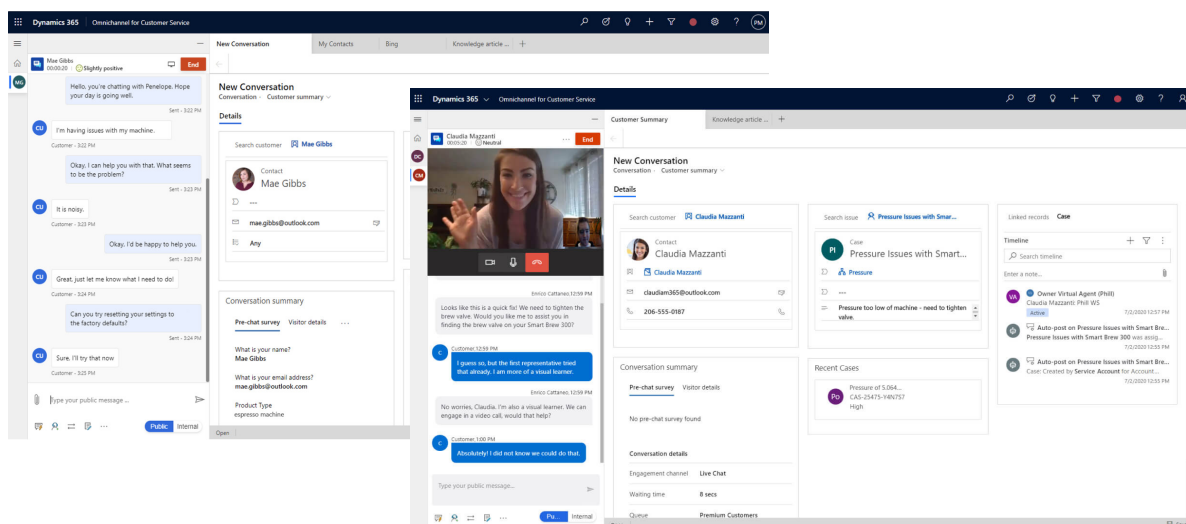
CUSTOMER SERVICE



Personalise customer engagement - Provide guidance to customer service agents with AI-driven insights, appearing when they're needed most. Give every customer the VIP treatment by giving agents a complete view of each customer's experience, helping to personalise communications.



Learn with every interaction - Analyse agent interactions with customers to improve engagement while promoting optimal behaviour. On-board agents with speed and precision while keeping them up to date with new software features and capabilities through tailored in-app learning.



Stand out amongst your competitors with Dynamics 365 Customer Service from Microsoft.

Create positive customer experiences through a variety of channels with any device to help you exceed customer expectations. Utilise built-in intelligence which delivers faster, more personalised services and adds value to every interaction.

- Enhance customer service staff performance
- Let your customers 'self-serve' through intelligent resources and knowledge, providing a relief to customer service agents
- Use rules and AI to classify, prioritise and assign customer service enquiries to the best suited agent.

SALES



MANAGE PIPELINES WITH CONFIDENCE

Gain visibility across the entire sales cycle and focus on what matters.



DETERMINE CUSTOMER NEEDS

Connect sales teams to customers through their preferred channel.



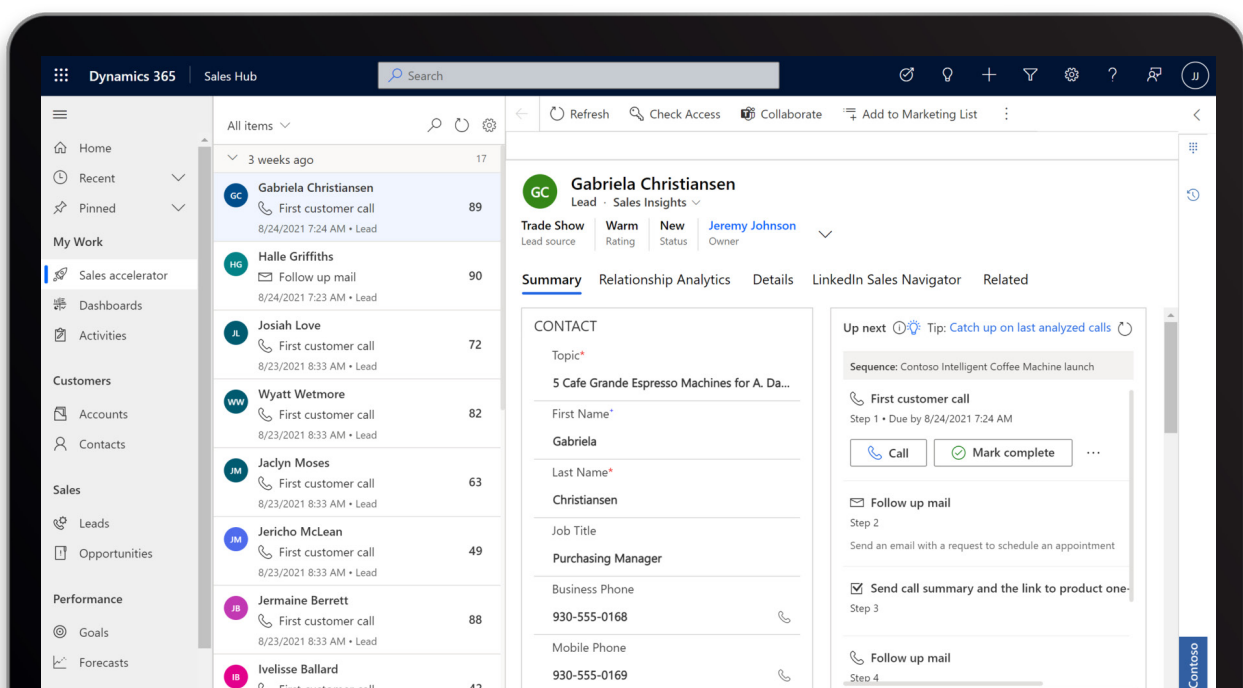
ACTIONABLE FEEDBACK

Get insight into conversations and provide feedback through built-in training.

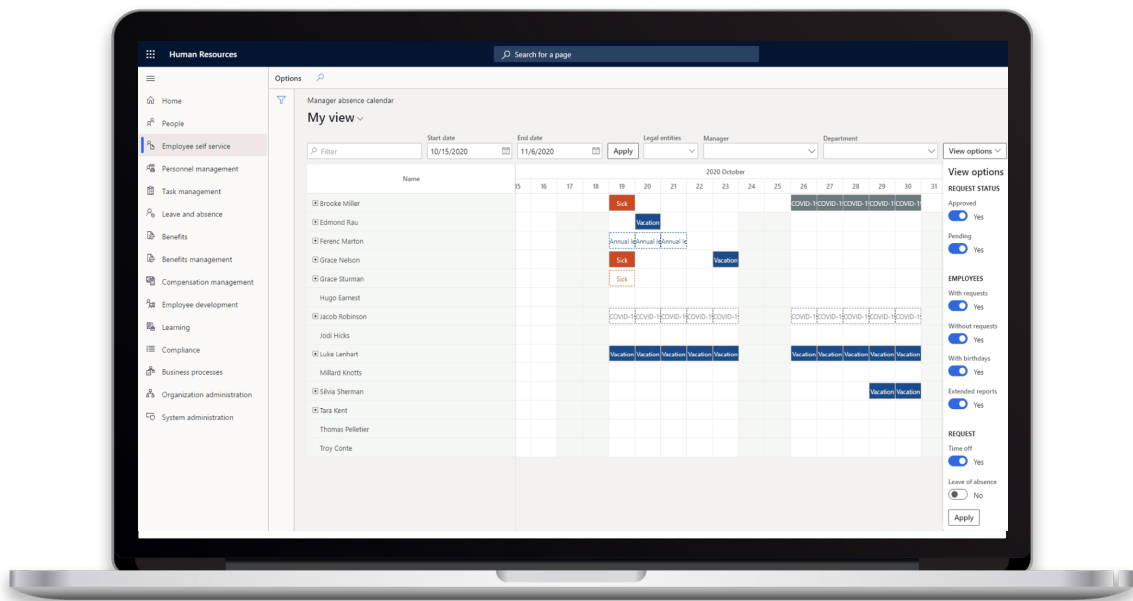
Use Dynamics 365 Sales to better understand individual customer needs and engage more effectively with your audience.

Increase conversion rates and win more sales with lead and opportunity scoring, based on advance scoring models used to identify and target customers most likely to convert and buy.

- Sell smarter with built-in, actionable insights
- Establish strong business relationships
- Boost sales team efficiency
- Reduce the cost of gaining a new customer
- Transform relationships into revenue.



HUMAN RESOURCES



Take your business to the next level with Dynamics 365 Human Resources by creating a work environment where both your employees and your business thrive.

- Provide all of your teams with an outstanding employee experience.
- Actively drive employee growth with dynamic training and certification tracking
- Add further value with additional resources such as LinkedIn Learning and Dynamics 365 guides.



Enhance your employee experiences - Use Microsoft Teams integration and self-serving tools to allow employees access to training, performance, profiles and time off requests.



Revolutionise your HR programmes - Redefine your employees benefit programmes with configurable tools and flexible hierarchies. Connect your existing payroll system to provide payroll, tax and budgets with seamless integration.



Simplify HR Administration - Reduce organisational complexity with HR administration that accurately reflects organisation structures, hierarchies, personnel records and job descriptions.

MARKETING



WIN MORE CUSTOMERS

Segment your prospects to engage effectively and create cohesive messaging.



DETERMINE CUSTOMER NEEDS

Connect sales teams to customers through their preferred channel.



PERSONALISE WITH AI

Create engaging email content with an AI powered email editor.

Use Dynamics 365 Marketing to entice the best prospects by multi-channel, targeted marketing campaigns through marketing automation.

Identify, target and close top accounts with personalisation, custom targeting, account-based content and nurturing activities.

- Enhance marketing ROI
- Engage customers with real-time customer led journeys
- Improve audience targetting
- Monitor and prioritise leads
- Simplify collaboration amongst your marketing team.

