



Microsoft  
Dynamics 365



## Individually Tailored CRM

Current technology is rapidly improving how companies do business and stay ahead of the competition. Customer Relationship Management (CRM) systems like Microsoft Dynamics CRM do this by delivering a speedy 360-degree view of your business within a single platform.



### Improve

Enhance the efficiency of sales practice and customer service



### Analyse

Monitor KPI's, manage pipelines and report with ease



### Increase

Boost productivity, streamline workflow and improve sales



### Simplify

Secure Cloud ensures simple system scalability



### Connect

Work remotely with secure single sign-on from your smart device



### Engage

Use your managed data to focus, target and convert more leads

## Customisation - What we can do for you

Working in partnership with Microsoft, we integrate, develop and customise your chosen systems specifically to your needs.

As a silver Microsoft Partner, we operate within the top 5% of the Microsoft ecosystem to help organisations like yours get the best out of the intricate and powerful platforms you require.

- Data migration and integration support
- Custom set up and installation
- Marketing template creation
- Tailored report building
- Microsoft software training
- Support services

## Work Smarter Not Harder

By providing your business with the tools and capabilities of a tailored Microsoft Dynamics CRM, not only do you drive business efficiency but intrinsically improve your customer experience and satisfaction.

### How our CRM setup could work for you...



#### Integrated Task Management

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- Better support for management decision-making
- Up to date, real time customer/client database in one central location
- Improved team productivity from within a single efficient system



#### Data Analysis & Reporting

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- Analyse marketing and sales performance
- Set targets, goals and KPI's
- Monitor time, budgets and expenses



#### Sales Productivity

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- Increase lead conversion and develop pipeline best practice
- Instant metrics and data reporting for planning and forecasting
- Enhanced visibility of the sales pipeline with real-time information



#### Marketing and Social Engagement

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- Improve interactions with prospects, customers and partners
- Personalisation, segmentation & events management
- Email marketing, LinkedIn, Facebook and Twitter integration



#### About Formus Pro

Professional software, solutions and support for growing businesses.

With offices in the UK and packages that support you, as well as your set up.

We offer a personal service that makes the business of doing business that much easier.