

Power your business productivity with

Microsoft Dynamics® CRM

Combine familiar Microsoft® Office applications with powerful CRM software to improve marketing effectiveness, boost sales, and enrich customer service interactions. Microsoft Dynamics CRM equips business professionals with access to customer information through a familiar Microsoft Outlook® experience which helps ensure rapid user adoption and fast results.

And with Microsoft Dynamics CRM Online, you get the same powerful CRM software delivered as a cloud service from Microsoft, enabling instant-on anywhere access, predictable pay as you go pricing, and a financially backed service level agreement (SLA).

Deliver on the power of productivity with a CRM solution that is:

- **Familiar** — software that empowers people through natural, productive, and insightful experiences.
- **Intelligent** — real-time analytics and streamlined business processes that enable informed decisions and operational efficiencies.
- **Connected** — connections across people, processes, and ecosystems that allow businesses to maximise the value of relationships and systems.

Become a Dynamic Business

Marketing

Maximise Marketing Spend

Improve your organisation's marketing effectiveness with Microsoft Dynamics CRM. Provide your marketing professionals with flexible segmentation tools, simplified campaign management capabilities, intuitive response tracking, and insightful analytics to improve your marketing effectiveness.

Sales

Win More Deals

Spend more time on selling and less time on administrative tasks with Microsoft Dynamics CRM. Take advantage of full lead to cash visibility, lead and opportunity tracking, streamlined approvals, and real-time sales forecasts to drive increased sales output and higher close rates.

Customer Service

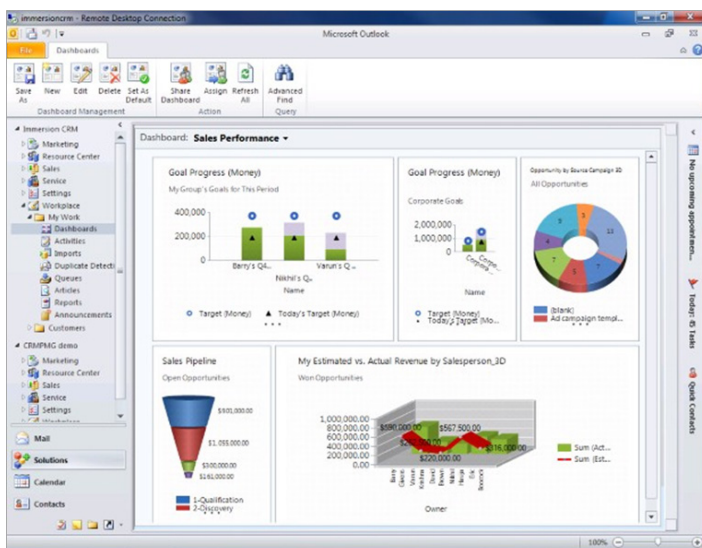
Delight Customers

Provide compelling customer service experiences that build customer loyalty with Microsoft Dynamics CRM. Empower your people with tools that simplify case management, streamline escalations, improve knowledge sharing, and enable more effective account management, all while helping to contain service costs.

Extended CRM

Optimise All Relationships

Use the inherent flexibility and extensibility of Microsoft Dynamics CRM to maximise the value of all relationships. Quickly create custom business applications and industry solutions without compromising on capabilities, budget, or delivery time right from within Microsoft Dynamics CRM.



Drive productivity and adoption with a native Outlook experience and real-time dashboards in Microsoft Dynamics CRM.

Familiar

CRM that is natural and personal

Native Outlook Client

Manage all your email messages, meetings, contacts, and customer information in one place with the native Microsoft Outlook client.

Office-Fluent UI

Improve productivity with preview panes, contextual Office ribbons, and key Office features like mail merge and Microsoft Excel® export/import.

Lead to Cash Visibility

Maximise every customer interaction, from marketing outreach to sales engagement to problem resolution, with a 360-degree customer view.

Advanced Personalisation

Use role-based forms, personal views, record pinning, and most recently used lists to tailor the CRM experience to your users' needs.

Flexibility

Quickly customise and extend CRM to meet your organisation's unique needs with drag-and-drop customisation and intuitive developer tools.

Intelligent

Information that is insightful and actionable

Contextual Analytics

Visualise the business with out-of-the box or configurable real-time dashboards, drill-down analysis, and powerful inline data visualisation.

Guided Processes

Streamline approvals, improve consistency, and enforce best practices with guided dialogs and flexible workflows.

Actionable Insight

Better identify new opportunities and trends with intuitive segmentation tools, conditional formatting rules, and powerful reporting features.

Goal Tracking

Better track and measure key business goals such as marketing leads, sales quota, and first-call resolution rates with holistic goal management.

Operational Efficiency

Achieve operational efficiencies and improve information flow with data import and cleansing tools, activity auditing, and field-level security.

Contact us

To discuss Microsoft Dynamics CRM in more detail, or to learn more about Technology Management, contact:

 01902 578300  info@tecman.co.uk  www.tecman.co.uk

Technology Management

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Connected

An organisation that is collaborative and united

Contextual Document Libraries

Manage the creation of marketing collateral, sales proposals, and customer contracts with integrated document management and versioning.

Teaming

Foster greater internal collaboration and improve work state management with team record ownership, comprehensive queues, and real-time communication tools.

Business Connections

Identify new business connections and gauge online influence with the Connections feature and the Social Connector.

Portals

Streamline the event management processes and better enable customer self-help with robust portal solutions.

Mobility

Maximise your staff's productivity outside the office with easy access to CRM data and features using the offline client or any web-enabled mobile device.

CRM that provides choice and flexibility

Take advantage of the U.S. \$2.3 billion investment Microsoft has made in cloud infrastructure and jump-start your CRM efforts with the instant-on access of Microsoft Dynamics CRM Online. Alternatively deploy Microsoft Dynamics CRM on-premise or online with Gold Certified Partner, Technology Management.

Unlike other CRM solutions, Microsoft Dynamics CRM provides choice and flexibility - mean you choose the payment and delivery methods that best suit your business.

Technology Management

Technology Management helps manufacturing and distribution companies 'do more with less' with Microsoft Dynamics NAV, CRM, Microsoft SharePoint and the supporting infrastructure. Having delivered over 600 successful projects, we've plenty of experience implementing business systems, Microsoft Dynamics solutions and the technical infrastructure to support them.

We are a Microsoft Gold Certified Partner for ERP & CRM and can deliver Microsoft Dynamics solutions on your own IT infrastructure or hosted in our UK data centres. Based in the Midlands, we support clients across the UK.