



Microsoft Dynamics 365 Customer Engagement

Challenge

Technology innovation coupled with budget constraints require government organizations to re-evaluate the way they operate and deliver services to the public. Furthermore, social and mobile technologies have set high expectations from stakeholders for on demand information and better government service delivery. Adoption of new technology platforms will require significant transformation and innovation from all levels of government. To gain an efficiency advantage, governments and agencies are turning to software platforms such as customer relationship management (CRM) to transform and innovate delivery of “citizen” services.

Our Solution

The Microsoft Dynamics 365 Customer Engagement (Dynamics 365 CE) software platform assists governments at all levels to deliver new scales of service while adhering to budgets. Dynamics 365 CE enables organizations to improve transparency, streamline processes, enhance collaboration, and increase stakeholder engagement. Sierra Systems, a NTT DATA Company works collaboratively with you to quickly deploy, implement, and customize your CRM solution. We can help you to maximize your investment, extending your CRM solution to meet various scenarios such as citizen service, case and grant management, workflow management, compliance management, and analytics.

How Sierra Systems Can Help

Organizations are constantly evolving and have unique requirements and objectives. Dynamics 365 CE is a flexible solution and our team of professionals can work with you to understand your business goals and recommend a solution that meets your specific needs. Here are some examples of how we can assist:

Case Management: Enhance case management workflow by routing case assignments to the right people with the right skills. Address entitlement calculations, contract management, monitoring and payments quickly.

Gold
**Microsoft
Partner**

Contracts and Grants Management: Simplify grant and contract processing reviews with a standardized, electronic system that adheres to grant and contract management directives. Easily manage solicitations, receive submissions, evaluate proposals, and monitor progress.

Courts and Judicial Management: Improve workflow processes by efficiently managing registration and providing access to vital information such as identification, scheduling, and appeals. Effectively streamline processes and gain insight into status of legal files promptly.

Compliance Management: Manage cross-agency mandates and regulations ensuring compliance and governance. Track information for inspector reports and streamline the permit and licensing applications and approval processes.

Constituent Service: Increase support for citizens through improved tracking, communication, service initiation. Better manage contact centre and case tracking to improve operational performance.

Investigations: Streamline investigation processes across departments for better coordination. Ensure quick processing and distribution of information to the right audience.

Our Services

Microsoft Dynamics 365 CE delivers a key advantage to providing a flexible and adaptable framework for building solutions to meet the needs of organizations. We help you with the process of designing, implementing, and managing your Dynamics 365 CE solutions. We draw from a multi-disciplinary project team that represents the full spectrum of expertise in Microsoft technology and public sector experience.

Planning and scoping	Roadmap and visioning	IT strategy development
Integration with other data and applications	Requirements gathering and solution design	Training and knowledge transfer
CRM implementation	Organizational change	Application management services

Knowledge and Experience

Sierra Systems is a Microsoft Partner having attained gold competencies in Data Analytics, Collaboration and Content, Cloud Customer Relationship Management, as well as Enterprise Resource Planning.

For the third time in four years, Sierra Systems has been recognized by Microsoft for finding new ways to improve efficiencies and productivity in our Dynamics clients' implementations. For this effort and success, Sierra Systems has been named to the Microsoft Dynamics Inner Circle recognizing sales achievements and performance in within the highest echelon of the Microsoft Dynamics global network of partners.

Benefits

- Increase productivity of call intake
- Improve your ability to make informed decisions
- Enhance timeliness of service delivery
- Improve access to services by citizens
- Monitor progress and reporting
- Increase efficiency and savings through better planning
- Improve use of resource allocation
- Minimize time spent manually searching information



2018/2019
INNER CIRCLE
for Microsoft Dynamics
 Also awarded in 2014, 2016, 2017/2018



Accelerating Businesses' IT

Sierra Systems' 50+ years of deep expertise in targeted industries has built our reputation of delivering superior solutions that strengthen organizations' performance.

Contact us to learn more about our award-winning and innovative solutions:

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