

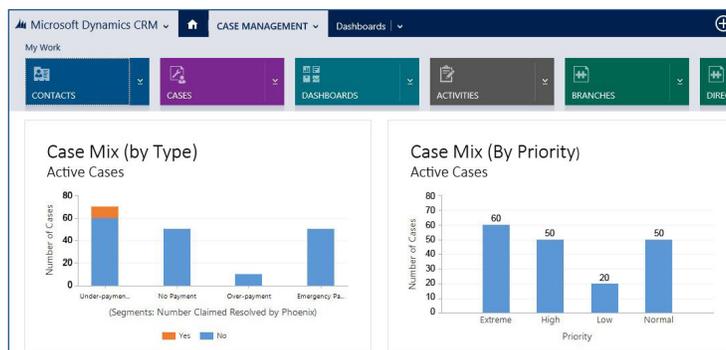
# Pay Issue Management - A Dynamics CRM Accelerator

## Enhance Your CRM & Track Every Pay Issue to Resolution

Ensuring that employees' issues with the *Phoenix Pay System* receive prompt and effective responses is the challenge currently facing government departments. A significant component of that challenge is tracking and reporting on those issues.

In-depth research into issue scenarios, departmental pay-resolution practices, and associated business processes has enabled Sierra Systems to produce a CRM accelerator that tracks employees' issues from the time they are received until the time they are fully-resolved, and provides extensive reporting functionality.

Sierra Systems' *Pay Case Management Solution Accelerator* records and tracks input from multi-tier response teams, HR-to-Pay experts, and others. This provides departmental response groups with a complete profile of the issues being identified, while reporting capabilities deliver up-to-the-minute status reports on issue processing and resolution across a department.



*Dynamics CRM with Sierra Systems' Pay Case Management Solution Accelerator*

The issue resolution process can be complex and time-consuming, but by using the right tool to facilitate efficiencies, managers can realize significant time, effort, and cost savings.

The *Accelerator* makes these goals achievable, and results in a faster resolution for staff. Baseline functionality enabled through the *Accelerator* can be easily enhanced to the needs of individual departments, and quickly deployed.

## Accelerate Microsoft Dynamics

With business processes & reports designed for case management of Canada's *Phoenix Pay System* issues, Sierra Systems' out-of-the-box configuration of Dynamics CRM rapidly brings public-sector best practice methods to government organizations.

Gold  
Microsoft  
Partner

## Benefits of Sierra Systems' Pay Case Management Solution Accelerator

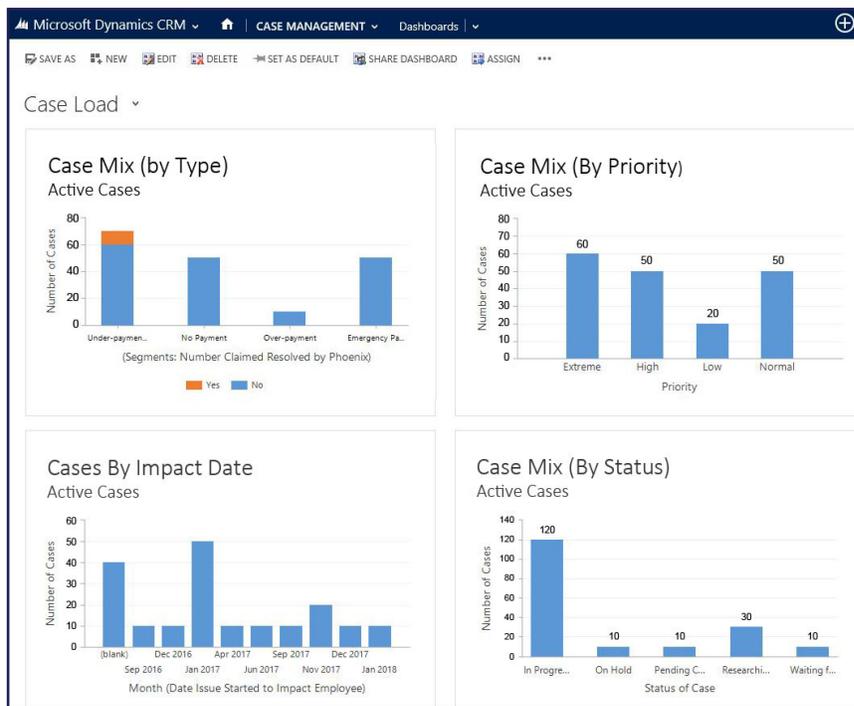
- Demonstrates case management best practices for the public sector
- Automates a business process of five stages:



- Tracks routing of correspondence through each step
- Rapid notification when staff action is required
- Integration with Microsoft Office suite enables creation of correspondence and production of reports
- Simple configuration to work with queues, teams, or user assignments

## Specifications

The *Accelerator* is a set of Microsoft Dynamics CRM configurations designed to work together to make pay issue management more efficient.



The *Accelerator* shows what can be done in Dynamics CRM using the configuration tools provided with the software. These configurations can be changed to meet the needs of your specific pay issue management process, including the application's look-and-feel.

## Learn How to Get More From Dynamics

Sierra Systems has a long history of providing IT solutions to all levels of government. We are committed to working closely with SCMS to help departments carry out their mandates.

Our expert consultants are ready to provide details on how Sierra Systems can bring Dynamics CRM to life in your organization, including implementing the *Accelerator*.



## 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.

To learn more about our award-winning & innovative solutions, contact us at:

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