

AdvancedCRM Client Services

*Helping you optimise your
investment in Microsoft CRM*

Microsoft Dynamics

The Client Services Team

Most people think of a help desk when they think of ongoing support, but at AdvancedCRM we have completely re-imagined our Client support services, pulling together the perfect combination of skills and resources to meet all your post-deployment needs.

Why? Quite simply your CRM journey only truly starts after the implementation phase. Our years of working with clients has helped us fine-tune our service, to deliver the support you need to maximise your return on investment once your system is live.

Client Services Director

This is a senior level role, ensuring you have access to the head of this important division inside AdvancedCRM. The Client Services Director is responsible for all our existing client relationships across the business.

CRM Success Manager

This is a consulting resource that you can use to seek advice or work through a few 'how to' scenarios. Working to a defined schedule of regular reviews with your project team, this is an ideal resource for those post-deployment review sessions with your end-users and technical staff.

CRM Trainer

Our certified Microsoft CRM trainer is the perfect resource for any refresher or new features training. Training can be delivered on site, typically in a day-long session, or in shorter bursts via online training.

Technical Account Manager

This is another great resource, available to you alongside the CRM Success Manager, for helping you maximise your system ROI. The Technical Account Manager will work with you to plan future enhancements to extend the functionality of your system and upgrades to your CRM environment – ensuring that it remains fit-for-purpose as your business needs evolve. They'll also help you stay ahead of the game by understanding Microsoft's CRM

Account Manager

Your Account Manager is your day-to-day contact, handling any commercial issues and co-ordinating Client Services resources on your behalf.

Technical Support Team

Our dedicated Support Team are all certified CRM professionals with a deep understanding of Dynamics CRM. Regularly praised by our clients, the team's diverse skillsets ensure that any issues you encounter, whether they be with the core product, customisations or custom code, can be resolved quickly and with the minimum impact to your business.

PEOPLE. PARTNERSHIP. SOLUTIONS.



What we offer

The wide and varied services provided by the AdvancedCRM Client Services Team are usually accessed via one of our Client Service Plans. Our subscription based plans offer a flexible, pro-active support solution that goes far beyond the traditional support help desk. It underpins our client service ethos of ensuring that our clients realise maximum return on their investment in Dynamics CRM with unlimited telephone break/fix support, regular strategic, functional and technical reviews, plus training and enhancement hours all as standard.

Additional services available via the Client Services Team include:

- > System enhancements
- > Custom development
- > Upgrades to new versions
- > Workflow automation
- > Report writing
- > Data migration
- > System integration
- > SharePoint integration

"With so many different locations, hundreds of users, multiple business units and various business processes, we needed a solution with the strength and flexibility to handle a very complex environment, and Microsoft Dynamics CRM has certainly delivered. We have also been delighted with AdvancedCRM; their contribution to the process, depth of CRM knowledge, and understanding of enterprise level business issues has proven invaluable alongside our own teams here."

Iris Software – Group CIO

"Since AdvancedCRM got involved with Mitsubishi Electric we have made great strides with the system. We have a far better understanding of its capabilities, we are more competent thanks to the training we received and we see more exciting developments for the system in the future."

Bibby Financial Services - Group IT Director

"The ongoing support from AdvancedCRM has allowed us to adapt to changing circumstances and embrace new opportunities. The relationship with AdvancedCRM is very much a partnership rather than just a supplier. They continue to inform us about enhancements and ways they could bring benefit to our business."

CEFM - Sales Director

"We are delighted both with Microsoft CRM and also AdvancedCRM who have guided us very professionally through the entire implementation process, keeping a constant focus on the business need. Their training has been excellent as has their support desk. All in all this has been a very good experience for us."

**Hughes Ellard Chartered
Surveyors -
Managing
Director**

About Advanced

Through our enterprise and market focused solutions we positively impact millions of people's lives through continually investing in our people, partnerships and own technologies to stay focused on our markets', customers' and their stakeholders' needs.

We enable our customers to drive efficiencies, savings and growth opportunities through focused, right-first-time software solutions that evolve with the changing needs of their business and the markets they operate in.

True partnership is the defining thing that makes us different from the competition.

More information

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