



Microsoft Dynamics CRM

Power your sales productivity

Spend more time selling and less time on administrative tasks by using the familiar and intelligent sales capabilities of Microsoft Dynamics® CRM business software. Take advantage of embedded Microsoft® Office capabilities, full lead-to-cash visibility, guided sales processes, and actionable analytics to optimise your sales efforts.

Become a Dynamic Business

Your People: Spend More Time Selling

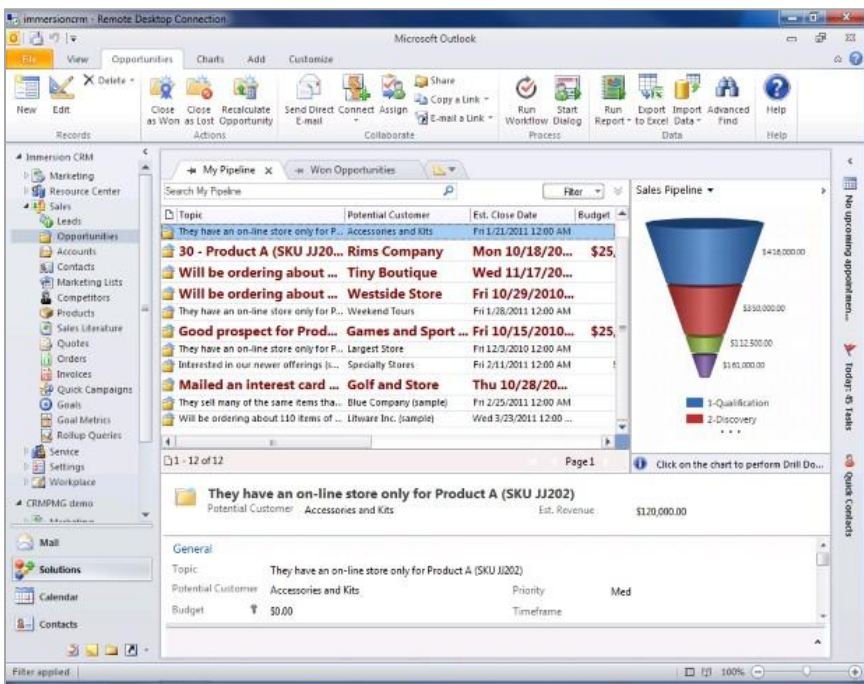
Give your sales team a CRM solution that is natural and familiar so they can spend more time selling. With the native Microsoft Outlook® client, built-in Microsoft Office features, contextual data visualisations, and mobile access, Microsoft Dynamics CRM minimises busy work and puts the right information in your sales professionals' hands.

Your Processes: Drive Sales Efficiency

Streamline approvals, automate manual tasks, and enforce best practices across the sales organisation. With powerful workflows, guided sales dialogs, and streamlined goal tracking, Microsoft Dynamics CRM helps your sales organisation consistently implement best practices and streamline the sales process.

Your Ecosystem: Maximise Revenue Opportunities

Meaningful interactions with customers and partners lead to new revenue opportunities. By arming your sales professionals with a 360-degree customer view, holistic lead and opportunity tracking, and insightful analytics, Microsoft Dynamics CRM helps your sales staff focus on the right opportunities, products, and customers.



Help sales people spend less time looking for information and more time putting it to use with powerful data visualisation capabilities and a familiar Microsoft Outlook user experience.

“By taking advantage of the ease of use and flexibility of Microsoft Dynamics CRM, we were able to reduce the cost of sales by 3% in just three months and increase sales staff productivity by 15%-20%, in turn driving higher profit margins and maximizing cash flow.”

RON PARTRIDGE
Group VP of Global Sales
and Marketing
Panduit



“Our sales managers can meet with our reps on the road or in their office and, with one click, get a complete report on what leads we sent them, what’s been followed up on, or what needs to be followed up.”

RANDY NIEDERER
Director of Marketing
Unico



“With the native Outlook client and robust feature set of Microsoft Dynamics CRM, we were able to increase our user adoption by 90%, increase time for selling activities by 15%, and increase cross-selling opportunities by 200%.”

BART HERMANS
Project Leader CRM
ISS Belgium



FAMILIAR: SALES TOOLS THAT ARE NATURAL AND PERSONAL

Lead to Cash Visibility: Track interactions, communications, offers, and orders throughout the sales cycle so you can drive sales excellence with every interaction.

Native Outlook Experience: Centrally manage email messages, appointments, tasks, contacts, and customer information right within Microsoft Outlook for improved productivity.

Holistic Account Management: Better understand your customers’ needs and preferences with a 360-degree customer view and easy-to-use segmentation tools.

Microsoft Office Productivity: Drive efficiency gains with embedded Microsoft Office features like Excel® export/import, built-in mail-merge, contextual ribbons, and more.

Intuitive Filtering: Help your sales staff to quickly access their most important records with most recently used lists, record pinning, and real-time data filtering.

Data Access: Make sure the right people have easy access to your valuable sales data with role-based forms, personal views, and field-level security.

INTELLIGENT: INFORMATION THAT IS INSIGHTFUL AND ACTIONABLE

Intelligent Lead Management: Easily convert leads and automatically route them to the most effective resource with intuitive lead management and flexible sales territories.

More Effective Selling: Identify optimal products and pricing, track opportunity and competitor details, and instantly create quotes with deep opportunity management capabilities.

Guided Dialogs: Drive efficacy, increase conversion rates, and better capitalise on cross-sell and up-sell opportunities with guided dialogs and sales-focused call scripts.

Actionable Analytics: Visualise key performance indicators (KPIs) with real-time dashboards. Zero in on key data points with drill-down analysis and inline data visualisation.

Streamlined Goal Management: Instantly define and track sales quotas at individual, team, territory, and organisation levels with intuitive goal management capabilities.

Real-Time Forecasts: Keep your pulse on sales performance and improve financial planning with real-time sales forecasts and pipeline reports.

Comprehensive Auditing: Improve visibility into the sales process and help identify areas for improvement with system-wide auditing.

CONNECTED: A SALES ORGANISATION THAT IS UNITED AND COLLABORATIVE

Insightful Connections: Uncover new opportunities and track influencers in the sales process with the Connections feature and the Social Connector.

Improved Team Selling: Enable greater internal collaboration and team selling with team-based record ownership and real-time communication tools.

Centralised Document Management: Streamline the management of quotes, proposals, orders, invoices, and other sales documents with holistic document management capabilities.

Mobile Productivity: Continue to work the deal, engage with customers, and manage your sales pipeline with offline support and robust mobile device solutions.

Consistent Processes: Streamline approvals, automate follow-up tasks, and enforce best practices across the sales organisation with flexible workflows.

Robust Portal Solutions: Better collaborate with partners and customers through easy-to-use portal solutions for Microsoft Dynamics CRM.

Online Data Sources: Maximise the power of online data sources through pre-built integration with partners such as Hoovers, InsideView, ZoomInfo, and many more.

GET STARTED TODAY

Contact GSS to speak to a CRM consultant or to arrange a free trial of CRM Online

T: **1300 889 722**

W: **www.groupservices.com.au**

E: **info@groupservices.com.au**