

Xpedition Microsoft Dynamics 365 Customer Engagement Consultancy

Xpedition provide full project lifecycle consultancy service for implementing Microsoft Dynamics 365 Customer Engagement / CRM.

These consultancy services include:

Requirements analysis and business case creation – working with customers to:

- Identify, define and quantify requirements.
- Envision the solution.
- Understand value and return on investment.
- Assist with the creation of a business case.

Discovery workshops to analyse requirements and share best practice:

- Facilitate discovery workshops with customer 'subject matter experts'.
- Explore, analyse, and challenge requirements.
- Provide best practice input from experience of delivering hundreds of digital transformation projects.
- Create User Stories and Product Backlog.
- Meaningful, fit-for-purpose documentation.

No / low code solution design approach utilising Power Platform:

- Solution design based on findings from Discovery.
- Designing sustainable solutions by prioritising a no / low code approach, using Dynamics 365 in-built configuration and related technologies, such as Power Platform.
- Integration design, utilising a range of technologies and approaches.

Configuration of Dynamics 365 Customer Engagement CRM and Power Platform:

- Configuration and development by Microsoft certified professionals.
- Utilisation of the full range of Microsoft technologies, including Power Platform.
- Deployment of third-party add-on solutions to meet specific needs.

Training, including:

- Super-user training and 'train the trainer', which we find to be the most effective, sustainable and cost-effective means of training end-users.
- Administration and configuration training, enabling you to take ownership of your solution.

Get in touch to book a demo – email info@xpedition.co.uk