

G-Cloud 15

Microsoft Dynamics 365 Services



Microsoft Dynamics 365 Overview

Cantarus configures and customises Microsoft Dynamics 365 to create powerful, connected CRM solutions that improve efficiency and strengthen engagement across your organisation.

With more than a decade of experience and over 30 successful CRM projects, we configure Microsoft Dynamics to fit the way your organisation works – improving efficiency and strengthening engagement.

Disconnected systems and manual processes make it harder to deliver great experiences. Dynamics brings everything together, helping your organisation work smarter and engage more effectively.

Why Choose Cantarus?

Our Microsoft Dynamics–powered solutions break down silos, automate engagement, and connect every touchpoint – from websites to member portals, apps, and online communities.

Proven Experience

Over a decade of Microsoft Dynamics CRM expertise, with 30+ successful projects delivered.

Seamless Integration

Dynamics configured to work smoothly alongside your existing digital ecosystem.

Data-Driven

Clear insights and reporting to support better decisions and personalised engagement.

User-Centric

Solutions designed around your teams, your members, and the way you work.

End-to-End Support

From strategy to support, we're with you every step of the way.

Services

We provide end-to-end CRM support – from consultation and strategy through to implementation and ongoing assistance. Our experts ensure your Microsoft Dynamics 365 solution aligns with your organisation's goals and drives operational efficiency.

Audit & Review

Ensure your Microsoft Dynamics setup performs at its best. Our audits highlight opportunities to maximise value and improve performance.

Business Case Development

Evaluate whether Dynamics is the right fit for your organisation. We compare options and model ROI to help you make an informed decision.

Project Management, Implementation & Integration

Structured planning and integration to ensure your Dynamics CRM is implemented on time and aligned with your objectives.

Ongoing Support

Maintain secure, efficient CRM with expert assistance and responsive issue resolution.

Project Recovery

If your Dynamics project is off-track, we step in to realign delivery and bring it back within scope, time and budget.

Upgrade & Optimisation

Keep Dynamics up to date and performing smoothly with ongoing upgrades and optimisations.

Key Features

Our CRM solution, powered by Microsoft Dynamics 365, delivers a robust feature set designed to enhance operational efficiency and engagement.

Microsoft Dynamics 365 is a powerful cloud-based business application platform that integrates CRM and ERP capabilities to streamline operations, strengthen customer relationships, and drive business growth. Key features include:

- **AI & Automation** – Predictive insights and automated processes that help teams work more efficiently
- **Seamless Integration** – Connects with Microsoft 365 and a wide range of third-party applications
- **Sales & Marketing Automation** – Manage leads, personalise campaigns and automate key workflows
- **Customer Service** – Omnichannel support tools and AI-powered self-service options.
- **Scalability** – Modular apps and configurable workflows tailored to your organisation's needs
- **Finance Solutions** – Prebuilt integrations with Xero, QuickBooks, Sage Business Cloud, and Dynamics 365 Business Central

Integrations

Cantarus configures and customises Microsoft Dynamics 365 to integrate with your existing systems, streamlining workflows and reducing manual effort.

- **Power Automate:** Automate repetitive tasks and ensure data flows smoothly between systems.
- **Azure Functions / Coded Integration:** For scenarios where Power Automate isn't suitable, we build custom integrations using the Dynamics 365 API.
- **Finance System Integration:** Prebuilt connections for Business Central, Xero, QuickBooks, and Sage Business Cloud Accounting.
- **Business Applications:** Integrations with tools such as Zoom, Jotform, and Mighty Networks.
- **DigiTickets Integration:** Sync events, bookings, and memberships for real-time data and targeted communications.

Approach

We take a structured, results-driven approach to ensure your CRM delivers maximum impact:

Discovery

We run a series of surveys, stakeholder interviews & workshops to truly understand your business and how your CRM investment can support and accelerate your broader business goals.

Design

We work closely with all team users to fully understand your operational needs and translate them into clear technical requirements, while also providing best-practice recommendations.

Deploy

We adopt an agile project management approach throughout implementation, staying in close contact with key end users and adapting to new requirements as they arise.

Testing & Optimisation

We provide a robust testing environment to QA your Microsoft Dynamics instance, ensuring confidence in your solution and identifying any features that can be optimised before delivery.

Ongoing Support

We offer ongoing business-hours support for your CRM to ensure it continues running smoothly and meets your evolving needs.

Dedicated Teams

Many of our active clients engage with us on a monthly contracted basis, and we maintain an exceptional annual client retention rate of 95%. This loyalty reflects the confidence our clients place in us to continually deliver measurable results and long-term strategic value. Our Net Promoter Score (NPS) of +75 sits beyond the world-class benchmark of +70 and more than doubles the digital industry average of +30.

Our Client Success and Service Desk Teams provide a dedicated pool of resources that are tasked solely with servicing our existing client base. These are made up of a blend of Dynamics 365 specialists and Client Success Support Engineers, Developers, Data Analysts, and Consultants, who are all focussed on providing exceptional levels of support.

Support Channels	Online, phone, email
SLAs	Critical issue response within 1 hour
Monitoring	Full application monitoring

All authorised client personnel will be issued with online service desk credentials that will allow them to create and manage support tickers through our dedicated, ITIL-compliant, client portal. Authorised personnel can also email support@cantarus.com which will automatically create a support ticker on their behalf.

Where support issues are raised via our dedicated support phone number, our support engineers will create a ticket on the online helpdesk so that it can be tracked to resolution.

Support Hours

Our standard support is provided between the hours of 0900 and 1730 British time, Monday to Friday excluding public holidays. We can also provide, optional, dedicated 24/7 Business Critical support.

Service Levels

All support tickers are assigned a priority based on the scope, impact, and immediacy of the associated issue.

Business Critical	A catastrophic production problem which may severely impact client production systems, or in which client production systems are down or not functioning. Loss of production data has occurred, and no procedural workaround exists.
High Priority	Client system is functioning, but in a severely reduced capacity. The situation is causing significant impact to portions of the Client’s business operations and productivity. The system is exposed to potential loss or interruption of service.
Medium Priority	A medium-to-low impact problem which involves partial non-critical functionality loss. One which impairs some operations but allows the Client to continue to function. This may be a minor issue with limited loss or no loss of functionality or impact to the Client’s operation or issues in which there is an easy circumvention or avoidance by the end user.
Low Priority	General usage questions or a request for modification. There is no impact on the quality, performance or functionality of the solution.

It is recommended that Business Critical and High Priority issues are raised via the telephone support channel to ensure minimum response times.

Service Level Agreement (SLA) Targets

Service level targets – specifically the time within which we aim to be actively working on a resolution – for support are as follows (excluding on-site support):

Business Critical	Within 1 business hour
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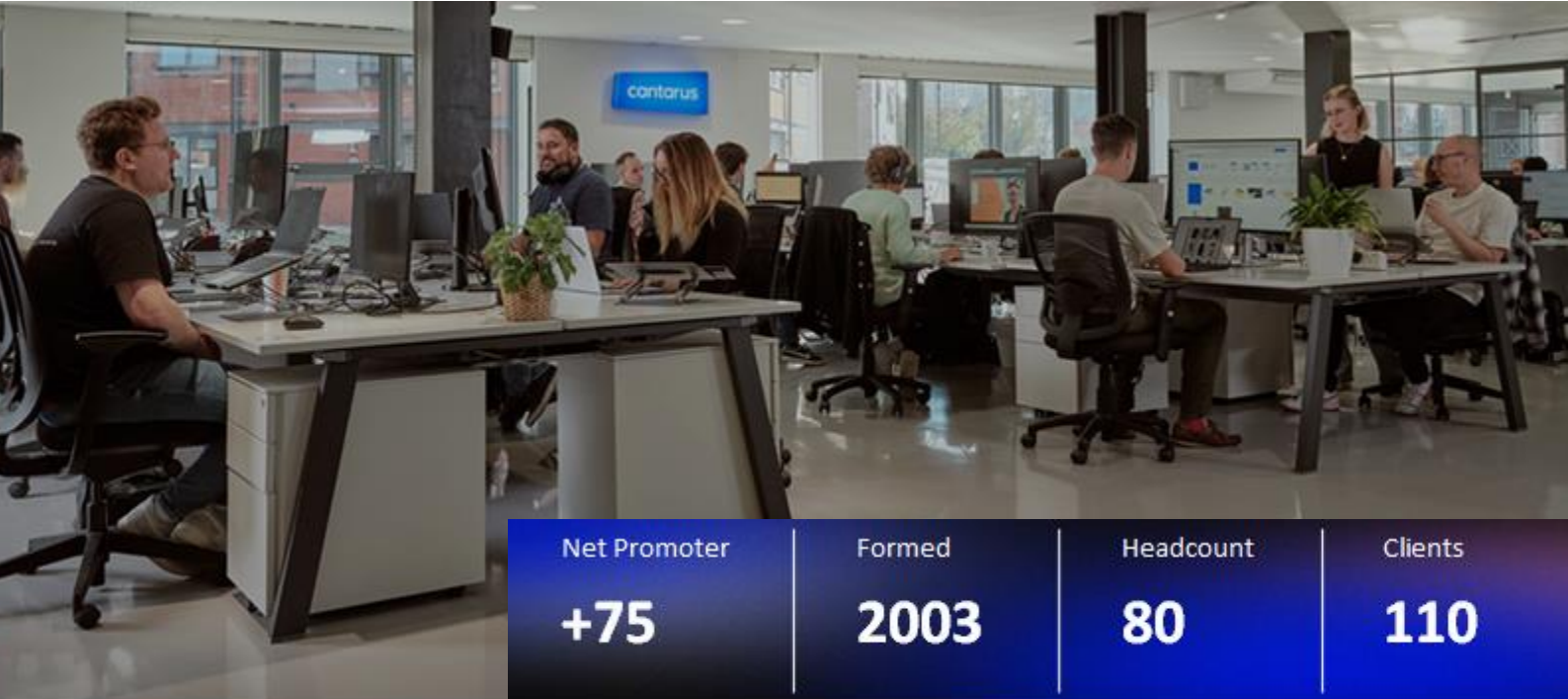
High Priority	Within 4 business hours
Medium Priority	Within 2 business days
Low Priority	Within 5 business days

Timebank Support Model

Our Timebank Support is an extremely popular support model with our clients as it provides a clear, predictable and flexible support package covering user / operational support, and technical support as well as development and creative design professional services.

The Timebank model requires a client to purchase a set amount of time per month, with that time going into the Timebank and having a lifetime of three months. Clients can then draw down on that time (the oldest time is always consumed first) as required. Visibility of Timebank consumption is assured via several methods:

1. On-demand visibility of Timebank status, including on a time log entry basis (i.e. how much time has been consumed, when, by whom, and for what purpose, is available via <https://my.cantarus.com/>
2. Monthly PDF reports can be emailed to authorised recipients; and
3. A request can be made to the Service Desk for the current status of the Timebank at any time.



Cantarus are a collective of strategic consultants, creatives and technologists blending digital strategy with craft to act as an amplifier for our client’s ambitions. We help our clients understand their audiences’ needs, optimise their investment in technology, drive meaningful engagement and offer deeply personalised end-user experiences. Our experience enables us to work across the entire digital ecosystem and we thrive on challenging projects that require a diverse skillset and close collaboration with our clients.

We’re an independent, full-service agency wholly owned by our employees and with locations in the UK, Europe and the US. Our ownership structure is highly advantageous; we have no tactical pressure – e.g., short-term financial targets – from external investors and zero bank debt. This facilitates strategic thinking combined with rapid decision-making and agility, enabling us to make long-term investments in our relationships with clients, our people, and our technology; we believe this ultimately leads to dramatically better results for all parties.

Our people are at the heart of everything we are and we’re extremely proud that so many talented and diverse individuals have elected to work and grow with us. We provide a true meritocracy where skillsets are continually honed, challenged, and expanded; a place to do the best and most rewarding work of our people’s careers whilst having a great time doing so.

We believe our deep cross-sector expertise, including membership, commercial, government, public sector, charitable and not-for-profit organisations, is truly unique in the UK. This experience gives us the ability to offer our clients knowledge and best practice from outside their sector.

Our client portfolio includes diverse commercial, Not for Profit (NFP) and public sector organisations in the UK, EMEA and the USA. In the UK, we are proud to have been accepted onto the Crown Commercial Services G-Cloud framework, enabling us to offer our services to the UK governmental organisations and the public sector.

The logo for cantarus, featuring the word "cantarus" in a white, lowercase, sans-serif font. The text is enclosed within a white, hand-drawn rectangular border that has a slight tilt and irregular edges, giving it a casual, sketch-like appearance.

cantarus

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