

SYNERGI

YOUR BUSINESS. STRATEGY.

Service Definition

Lot 2b: Software as a Service (SaaS) – Microsoft Dynamics 365

Your Business.
Protected. Transformed. Powered.



SYNERGI

YOUR BUSINESS. STRATEGY.



- FOUNDED IN 2013
- TRUSTED BY 300+ CUSTOMERS
- AWARD-WINNING TEAM OF 65+
- EMPOWERING ORGANISATIONS TO THRIVE WITH TECHNOLOGY

NEWCASTLE | LONDON | SCOTLAND



SYNERGI

YOUR BUSINESS. STRATEGY.

SENTRI

YOUR BUSINESS. PROTECTED.

MANAGED SERVICES

IT STRATEGY

CYBER SECURITY

CLOUD MIGRATION

DATA PROTECTION

COMMS & VOICE

AGILITI

YOUR BUSINESS. TRANSFORMED.

CLOUD & AI SOLUTIONS

PROCESS & AUTOMATION

AI, APPS & BI

EMPLOYEE EXPERIENCE

PORTFOLIO & PROJECTS

CUSTOM DEVELOPMENT

UNIFI

YOUR BUSINESS. POWERED.

BUSINESS APPLICATIONS & AI

BUSINESS CENTRAL

SALES, SERVICE & MARKETING

REPORTING & ANALYTICS

INTEGRATION

TOOLS & AUTOMATION

ADOPTION & CHANGE MANAGEMENT | PROJECT DELIVERY | SERVICE MANAGEMENT

ITIL ALIGNED HELPDESK, SUPPORT & TRAINING

Service Overview

Microsoft Dynamics 365 is a suite of intelligent business applications that combines CRM and ERP capabilities to streamline operations and improve customer engagement. It offers modules for sales, marketing, finance, supply chain, customer service, and more, all integrated with Microsoft's cloud ecosystem. Dynamics 365 leverages AI-driven insights, automation, and analytics to enhance decision-making and productivity. Accessible via web, desktop, and mobile, it supports scalability and flexibility for organisations of all sizes. Built on Microsoft's secure cloud platform, it ensures compliance, resilience, and integration with tools like Microsoft 365 and Power Platform for a unified business solution.

Features

- Operational and financial reporting
- Customer Centred Case Management
- Sales and Marketing

Benefits

- Improved Organisational Efficiency
- Fully integrated with Microsoft 365
- Improved Customer Experience

Outcomes For Our Customers



Increased Cost Saving



Increased Efficiencies



Improved Security Posture



Trusted Partnership



Greater Operational Officiencies



Peace Of Mind



Greater Compliance



Happier Staff



Improved Customer Experience



Increased Productivity



Reduced Risk



Valuable, actionable Insights