



Engineering. Simplified.

www.visionet.com



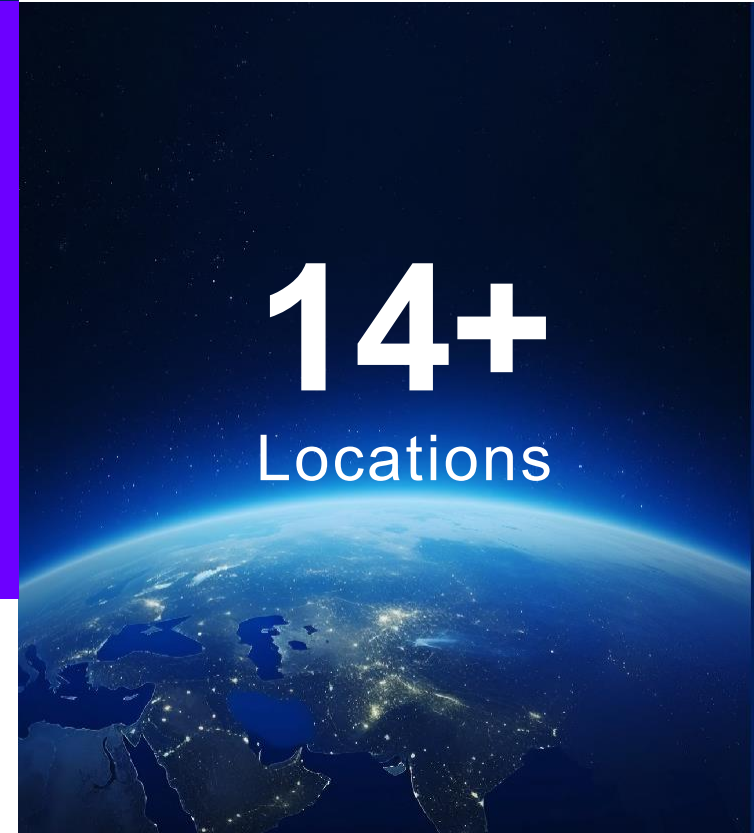
Simplifying Complex
Business Challenges
with Global
**Engineering
Excellence.**

27+
Years

350+
Global Clients

9,500
Customer-
centric
People

14+
Locations



Innovation-Driven, Engineering-Centric,
Your Source for Digital Excellence

Anywhere, Anytime



14+
Locations
Worldwide

Microsoft Relationship Highlights



Honored by Microsoft for achieving outstanding sales growth and innovation

Visionet Group achieved the prestigious **Microsoft Business Applications 2021/2022 Inner Circle** award and earned a place among the most elite Microsoft Partners in this space.



Visionet Global contribution of
100+ marquee brands
to the Microsoft Ecosystem



Visionet Marquee Industry Solutions & Accelerators



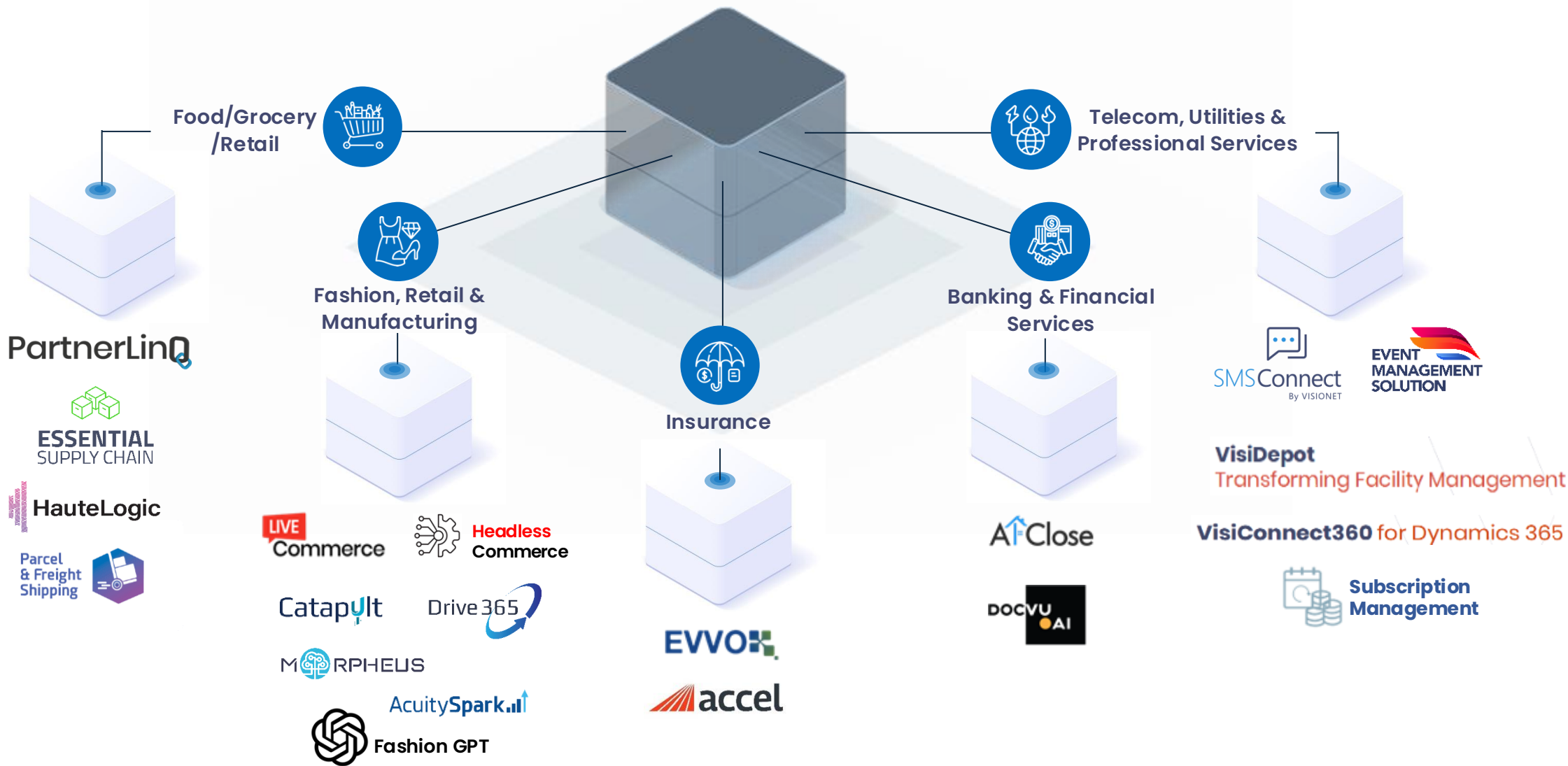
Dynamics 365



Power Platform



Dataverse



Some Of Our Clients

Telecom



Retail & Distribution



Manufacturing



Fashion Goods



Misc. Industries



Travel, Transportation and Leisure



Healthcare



Industries we Impact



Retail and CPG

We enhance retail and CPG efficiency with omnichannel, data analytics, and supply chain expertise for seamless, hyper-personalized experiences.



Telecommunications

Leveraging our deep expertise in Telecom BSS and OSS systems, we enhance digital presence, streamline operational experiences, and deliver hyper-personalized services. Our telecom expertise ensures that businesses meet the evolving demands for sustainable growth and superior customer satisfaction.



Insurance

We transform the insurance industry with digital solutions, enhancing operations, customer engagement, and growth through data insights and omnichannel strategies.



Food & Beverages

Our solutions enhance supply chain management, enable D2C commerce, and utilize AI for demand forecasting, modernizing operations for robust, data-informed decision-making.



Manufacturing and Distribution

We propel manufacturing and distribution firms with digital transformation, focusing on smart manufacturing, product innovation, and visible supply chains, optimizing operations and customer experiences.



Pharmaceutical and Life Sciences

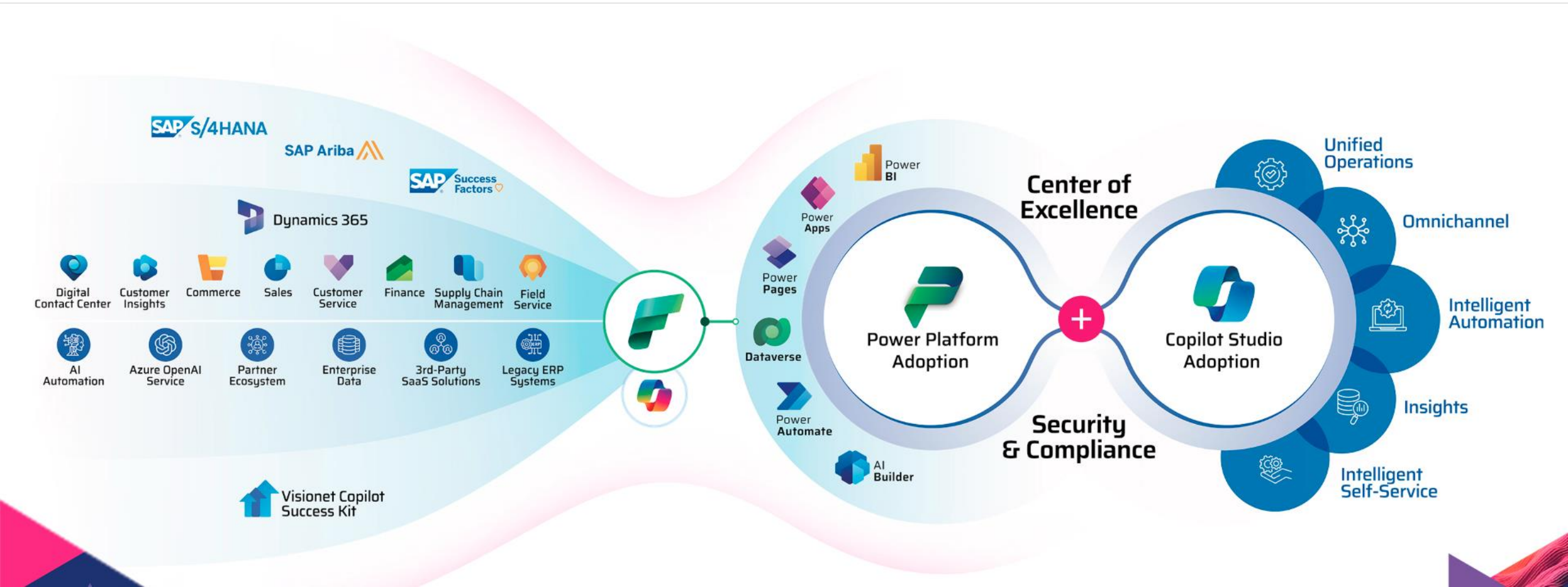
We help our clients with demand-driven supply chain management, compliant manufacturing, and omnichannel strategies, enhancing efficiency, compliance, and customer engagement.



Banking and Financial Services

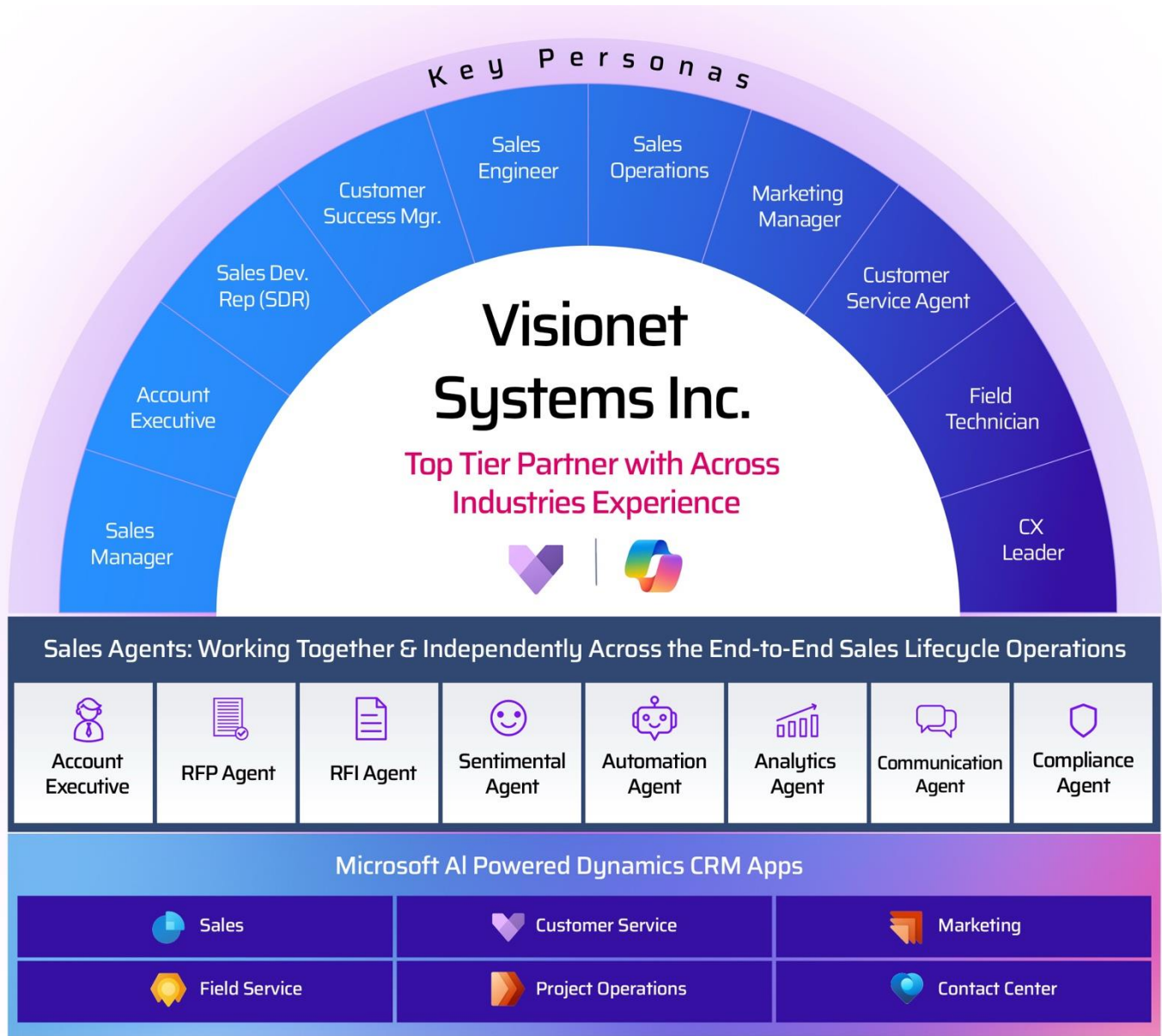
We enable banks and financial institutions in digital transformation, enhancing customer experiences and operational efficiency with innovative technologies.

Visionet Extensibility Framework

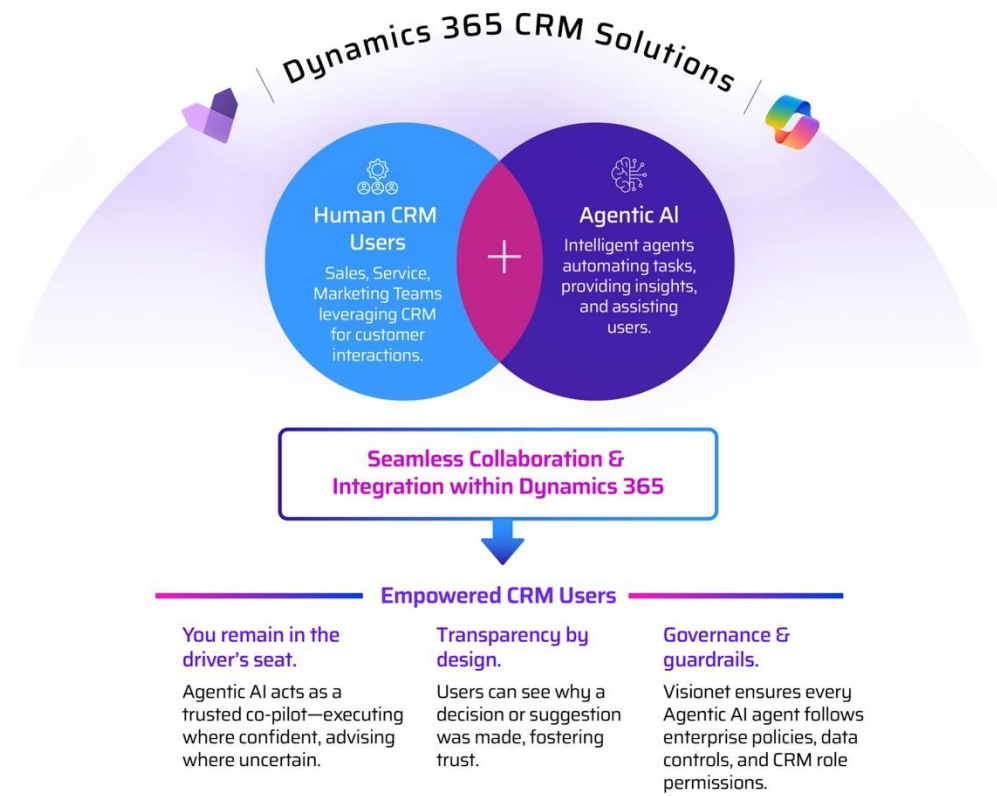


We believe Power Platform is a single AI-Powered platform for everyone to build connected solutions, not siloed solutions

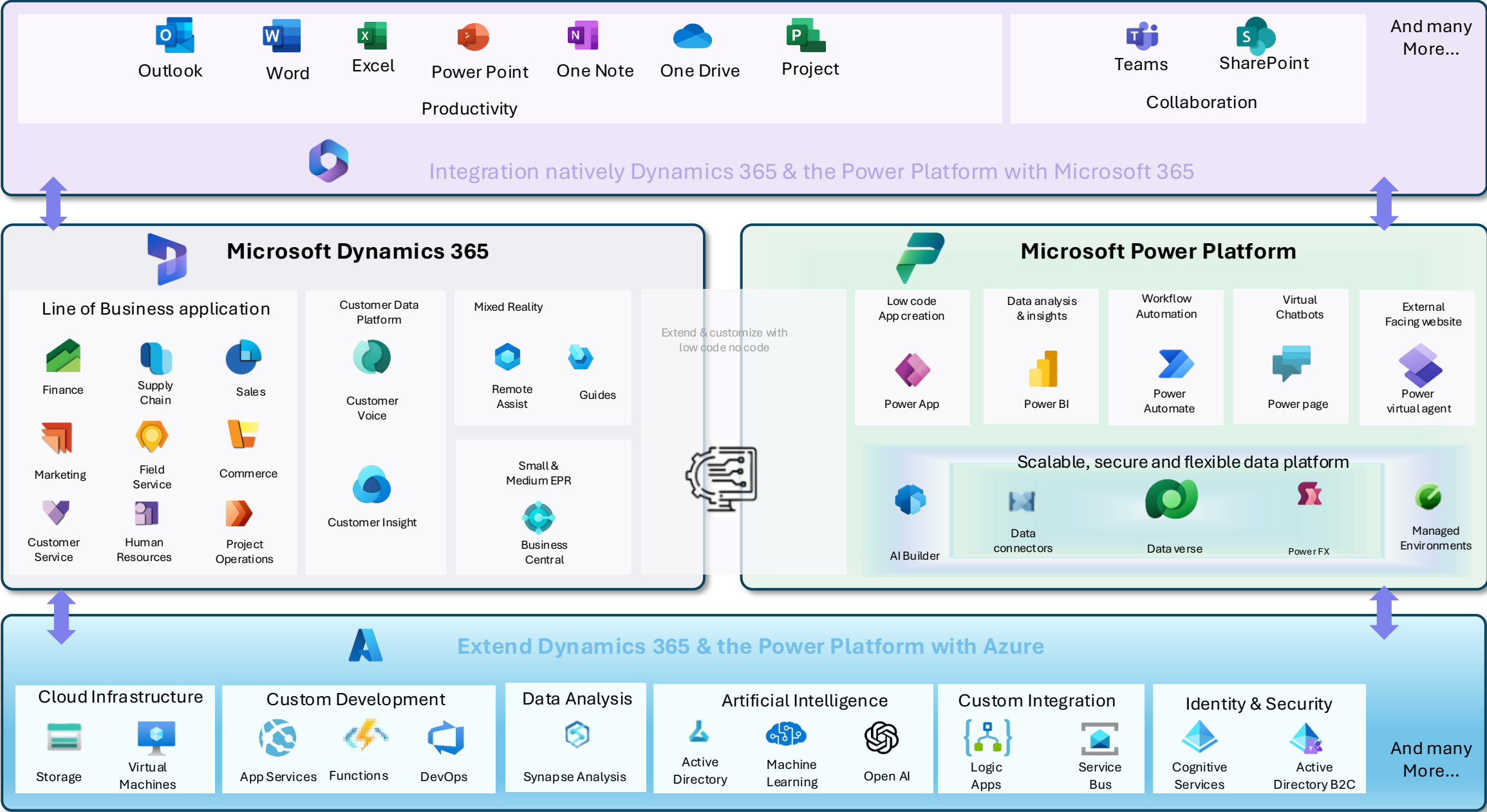
Human-led Agentic Adoption across Customer Engagement Apps



Human + Agentic AI Collaboration: Empowering the Next Generation of CRM Users



Microsoft Business Application Solution Ecosystem



Dynamics 365 - Customer Relationship Management

Sales Automation

The sales module provides the following capabilities:

- Customer Onboarding
- Lead Scoring
- Lead to Opportunity Lifecycle
- Opportunity to Quote Lifecycle
- Order to Cash Cycle
- Contract Management
- Product Catalog
- Customer 360 & Interactions

Configure, Price & Quote

The CPQ module provides the following capabilities:

- Product & Pricing Catalog
- Product & Pricing Templates
- Pricing Rules Engine
- Automated Quotes
- Contract Management
- Guided Sales Processes

Note: Visionet can provide e-Con CPQ Implementation review and recommendation for the future.

Marketing Automation

The service module provides the following capabilities:

- Marketing Landing Pages
- Campaigns
- Segmentation & Journeys
- Consent Management
- Email Broadcasting
- Event Management
- Event Pricing Accelerator

Power Platform

The Power Platform provides the following capabilities:

- Low-code no-code apps
- Robotic Process Automation
- Workflows Automation
- AI Bots / Virtual Agents
- Power Portal / Pages
- Insights
- 700+ Apps connector

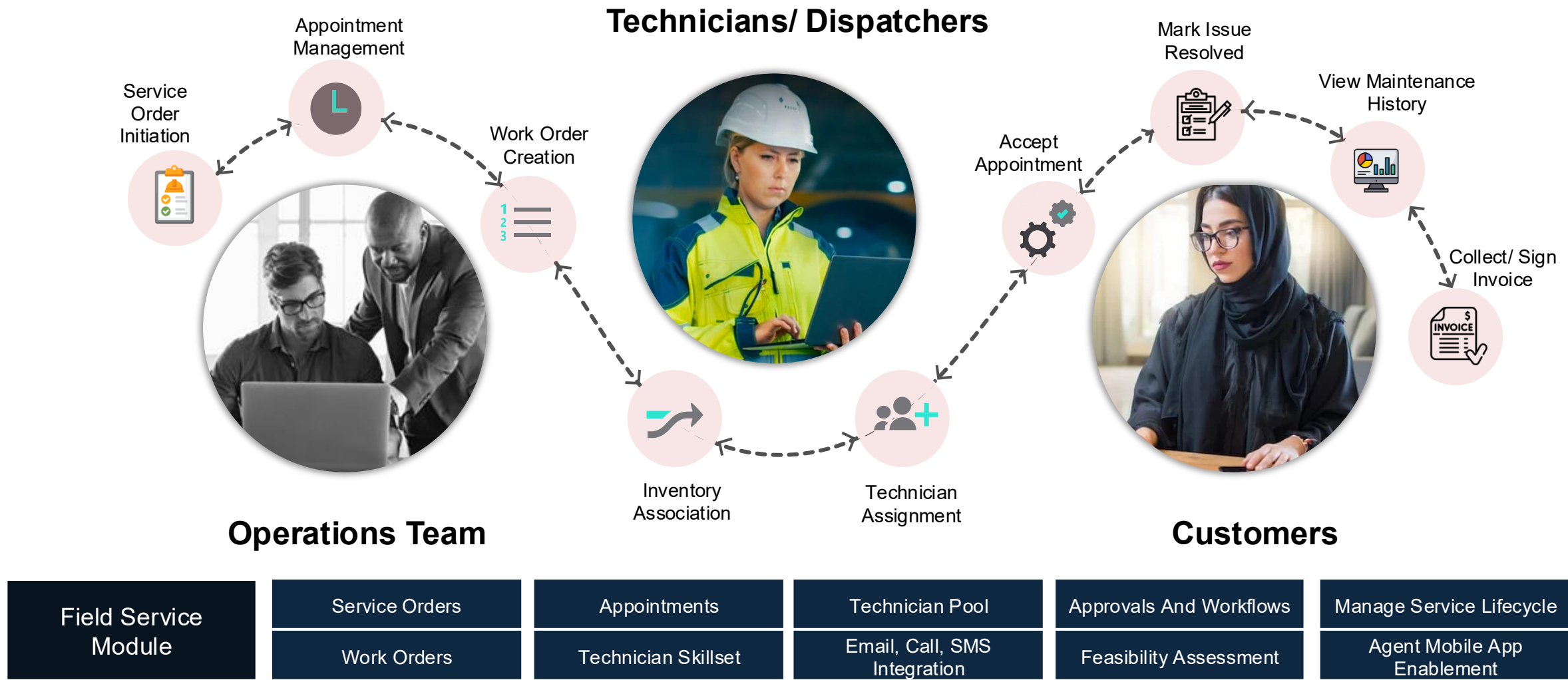


A close-up photograph of a person's hand pointing at a tablet. The tablet screen displays several data visualizations, including a bar chart, a line graph, and a radar chart. The entire image is covered with a semi-transparent blue gradient, which is darker at the top and lighter at the bottom where the text is located.

Dynamics 365 CRM Field Service

Dynamics 365 For Field Service

Microsoft Dynamics 365 for Field Service empowers companies to deliver predictive and proactive customer service, and resource productivity. It provides an end to end solution that extends Microsoft Dynamics CRM 365 to provide a complete field service management application including Service locations, Customer assets, Preventative maintenance, Work order management, Resource management, Product inventory, Scheduling and Dispatch, Mobility, Collaboration, and Analytics.

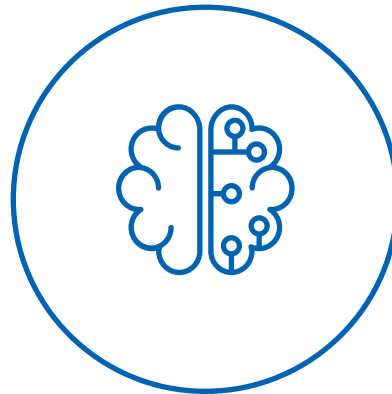


Dynamics 365 Field Service



Deliver proactive service

- Prevent service calls
- Get a 360-degree view of customer assets
- Gain customer insights



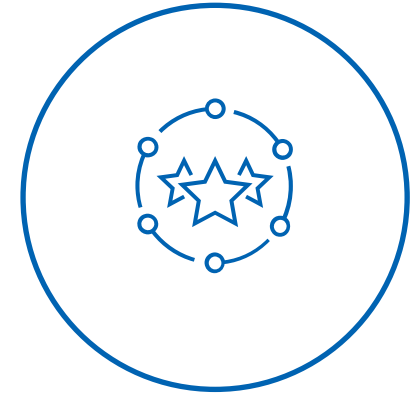
Optimize with AI

- Dispatch the right technician
- Better manage resource assignments
- Automate scheduling
- Effectively manage asset history



Empower your frontline workers

- Streamline tasks through a mobile-optimized experience
- Enable technicians in field
- Optimize service and resources
- Enhance technician productivity
- Resolve cases faster with remote collaboration



Increase customer satisfaction

- Engage with your customers
- Provide post-engagement surveys
- Offer self-service scheduling

Case Study: Aqaba Water Company



Customer Overview

- IGI Aqaba Water Company (AWC) is established as a government-owned, commercially run water company obligated to manage the water and sewerage system of Aqaba.
- 300-500 Employees

Technology

- Dynamics 365 Field Service
- Dynamics 365 Finance
- Dynamics 365 SCM
- MS Field Service Mobile App

Services

- Customer Service Experience
- Meter Reading System
- Preventive Maintenance
- Implementations & integrations
- Support and enhancements

Utilities

Implementation & Support

Scope:

AWC is managing water utility that have been impacted by the modernization and rapid development of information technology. AWC was focused for the delivery of safe, reliable and efficient water supply to satisfy the demand of all sectors with field service modernization.

- The purpose was to raise the operational efficiency to keep pace with the increasing demand for water and sanitation services, and to improve the services provided to subscribers by managing efficiently
- Provide comprehensive solution on meter reading automation with smart use of field service app and IoT advantages
- The implementation of AX 2012 R3 to streamline and Automate Aqaba Water Companies Financials.
- Implement an Enterprise Asset Management system based on Dynamics 365 for Field Service and Dynamics AX 2012 R3.

Services Provided:

Visionet provided following services:

- Improved meter reading automation, augmenting reliability, optimizing predictive maintenance, and ensuring Regulatory compliance.
- Visionet's highly customized implementation of Field Service provides AWC with a singular, real-time view of all assets across the organization.
- AWC has been enabled to manage physical assets using industry's best practices and translate AW physical asset management into competitive advantage
- AWC now has a solution in place to Plan, track, and analyze service operations to maximize efficiency, gain a complete overview of costs and revenue, and improve profitability for service operations.

