



Engineering. Simplified.

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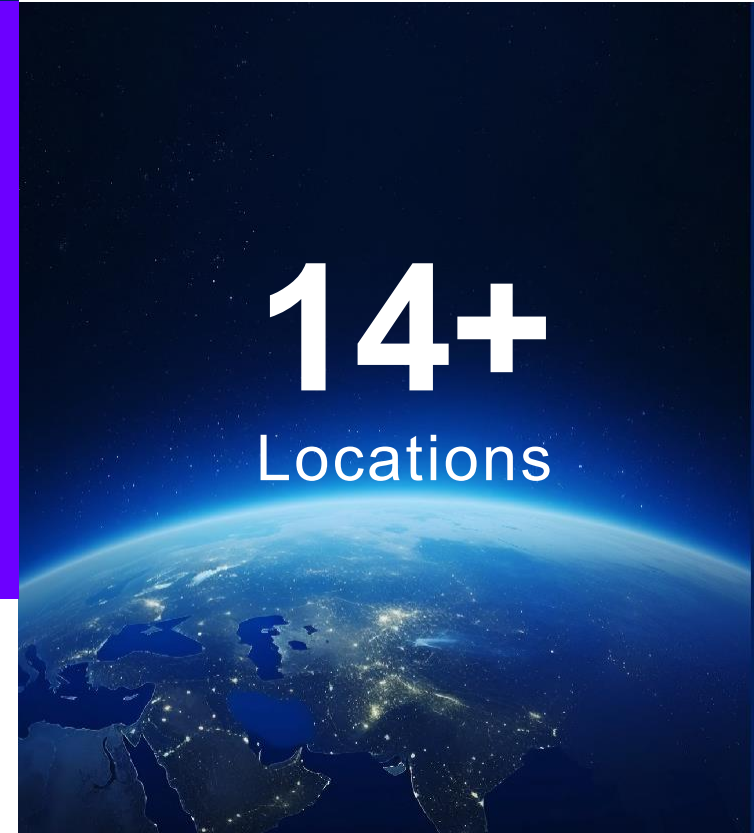
Simplifying Complex
Business Challenges
with Global
**Engineering
Excellence.**

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



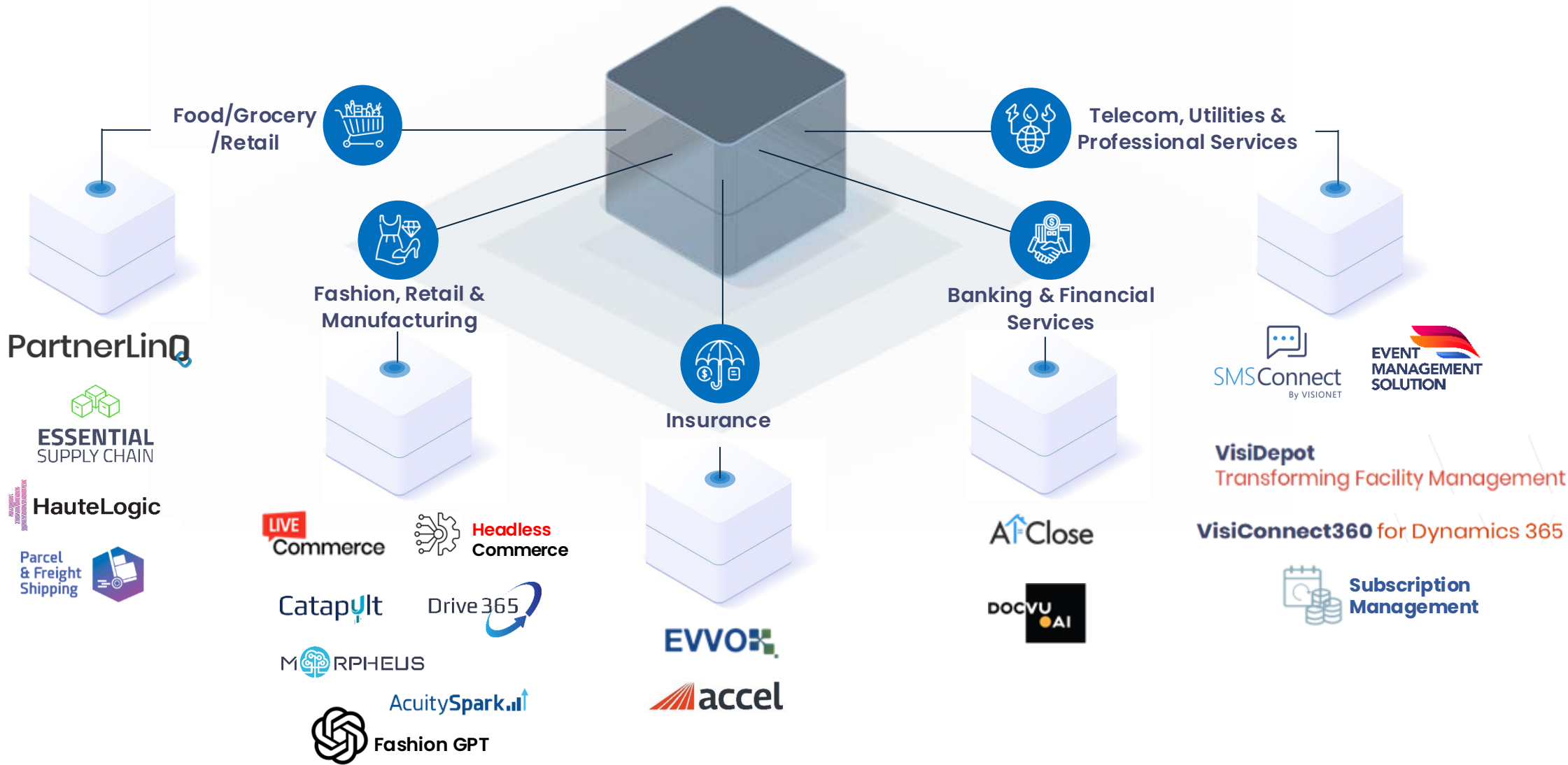
Dynamics 365



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

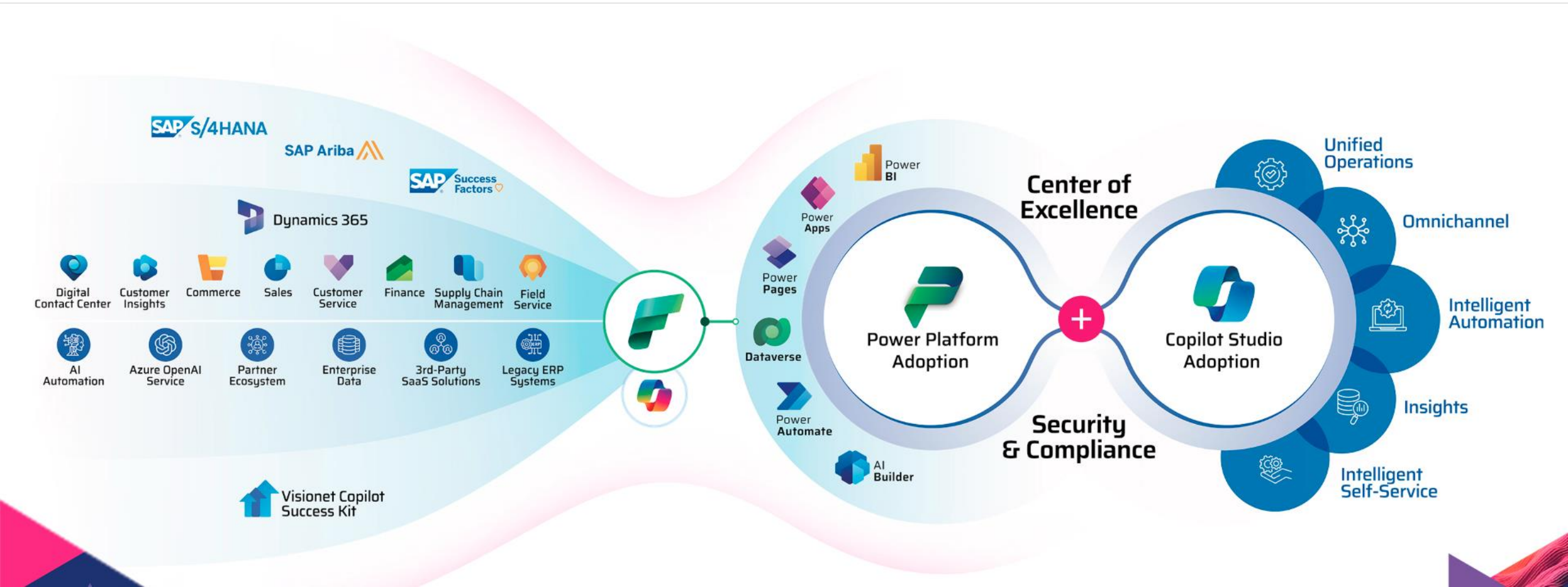
We help our clients with demand-driven supply chain management, compliant manufacturing, and omnichannel strategies, enhancing efficiency, compliance, and customer engagement.



Banking and Financial Services

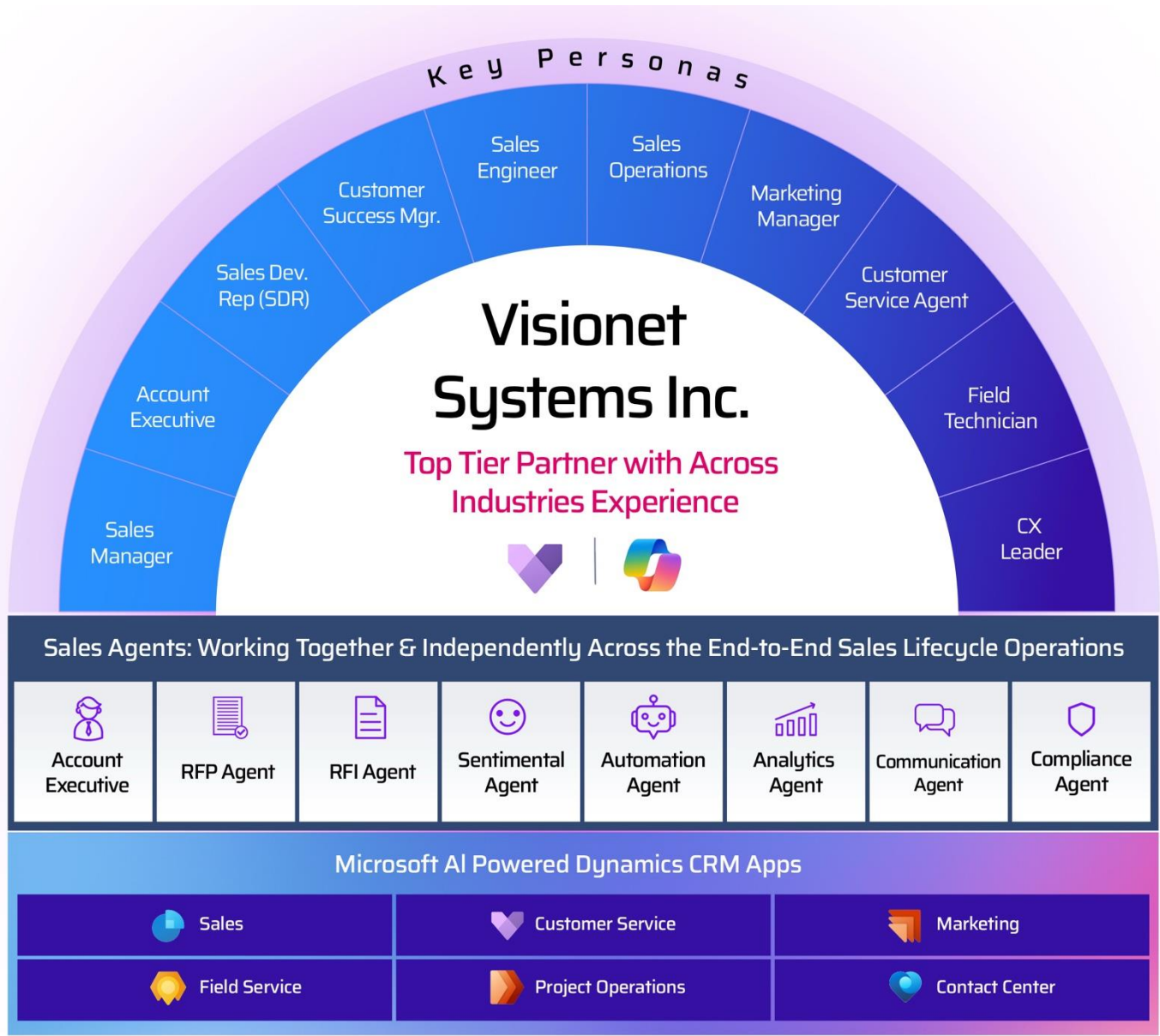
We enable banks and financial institutions in digital transformation, enhancing customer experiences and operational efficiency with innovative technologies.

Visionet Extensibility Framework

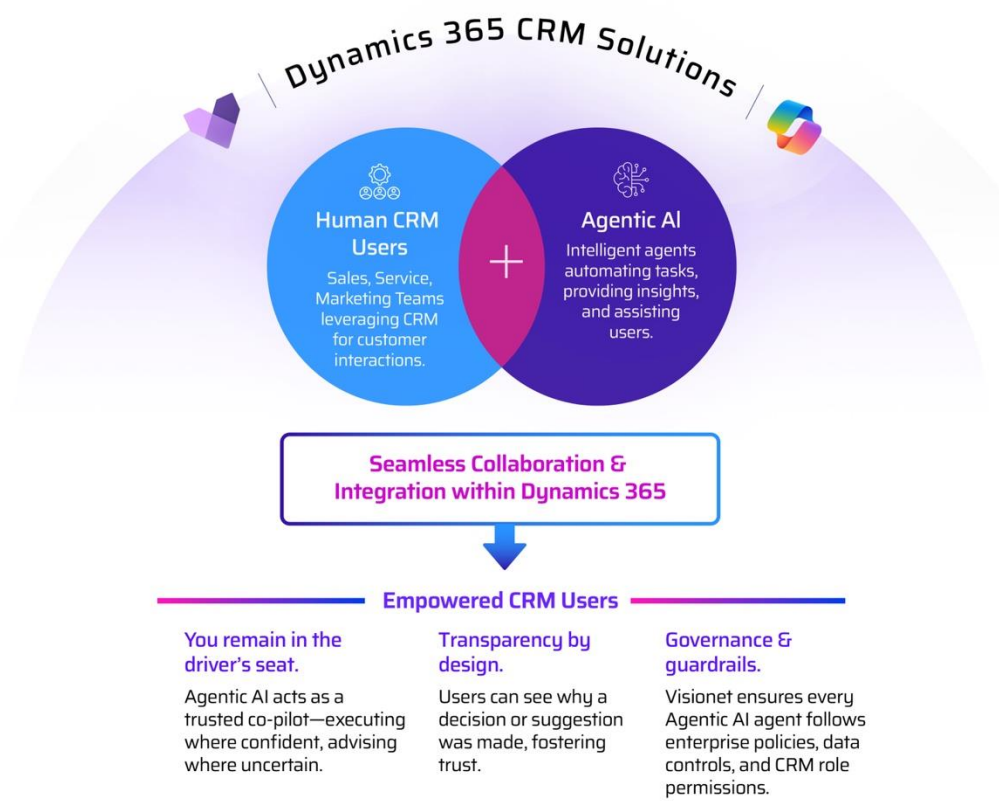


We believe Power Platform is a single AI-Powered platform for everyone to build connected solutions, not siloed solutions

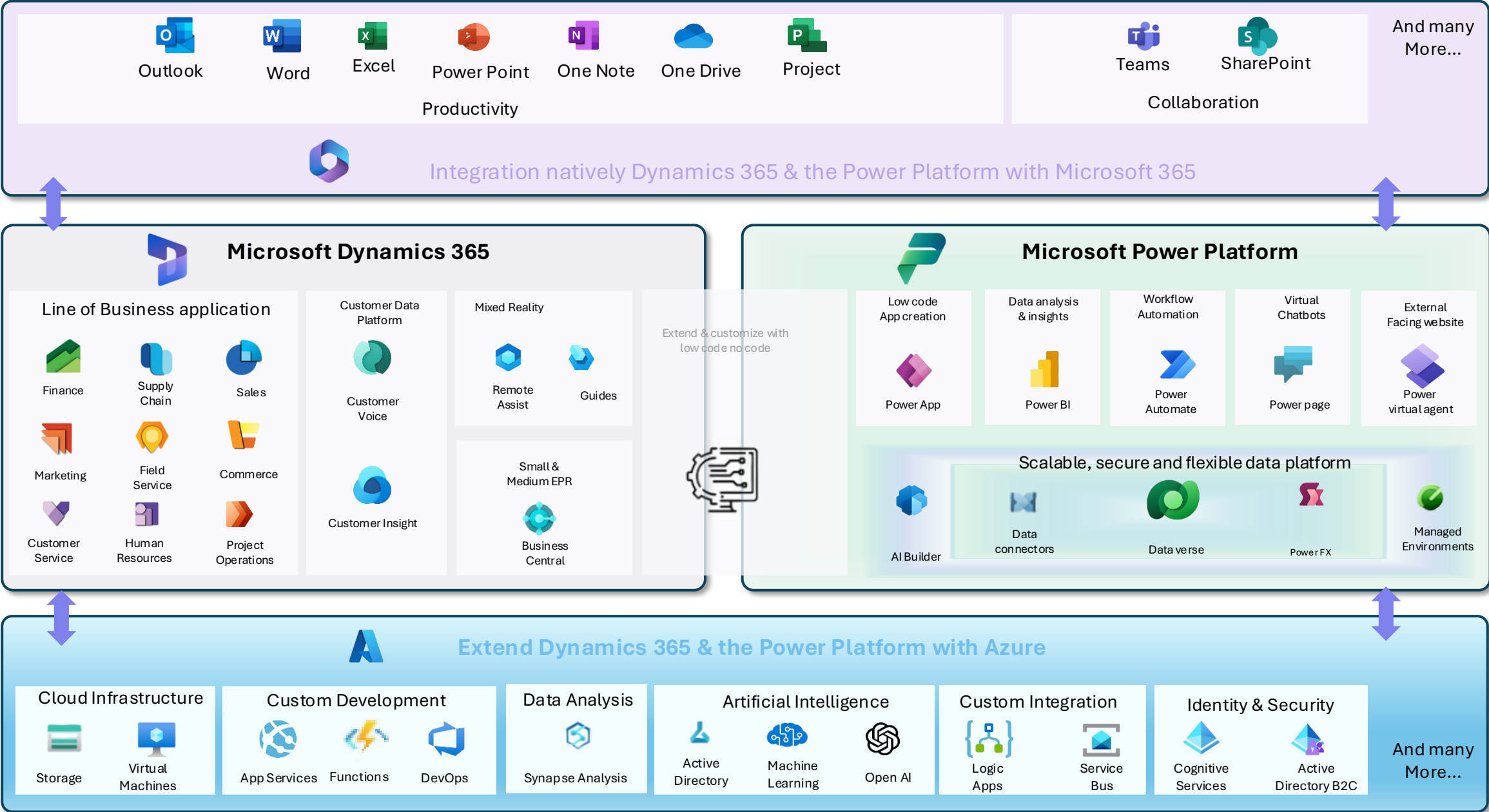
Human-led Agentic Adoption across Customer Engagement Apps



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

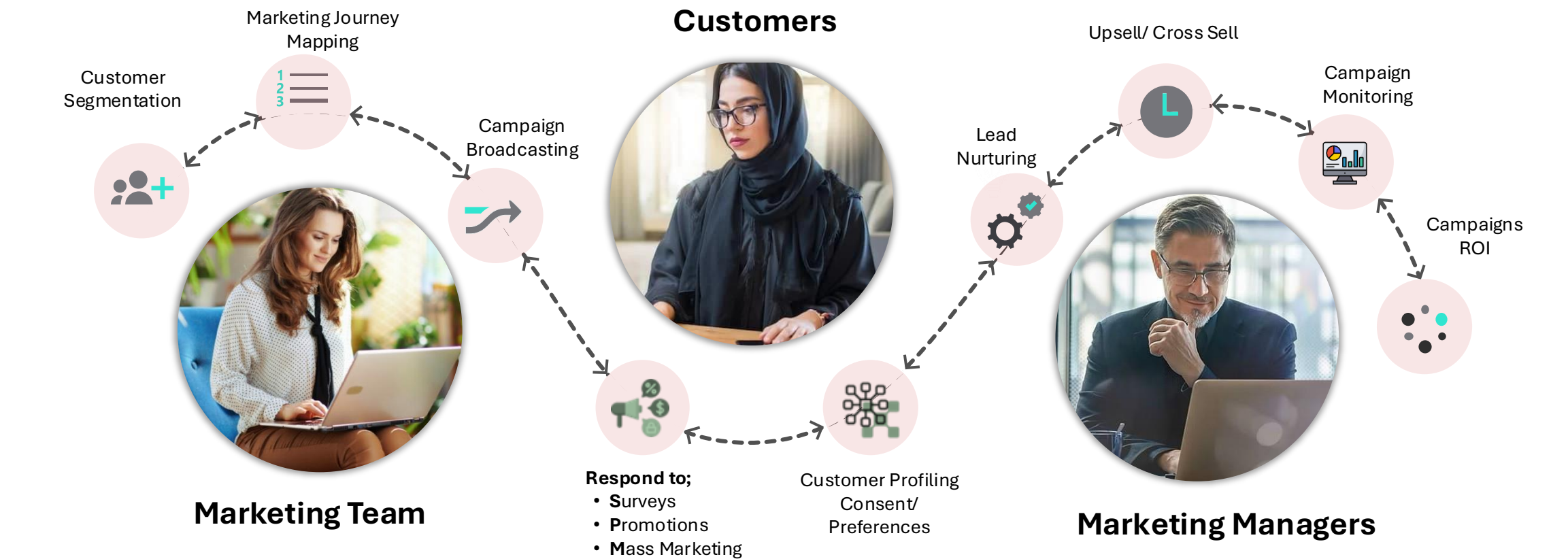


A close-up, slightly blurred photograph of a person's hand pointing at a tablet. The tablet screen displays various business analytics, including a bar chart, a line graph, and a radar chart. The background is dark and out of focus. A blue gradient overlay covers the bottom left portion of the image, where the text is located.

Dynamics 365 CRM CI

Dynamics 365 Customer Insights For Marketing

Microsoft Dynamics 365 Customer Insights for Marketing offers a wealth of advanced functionality to help build and maintain customer relationships. The following customer journey shows the full capability of Dynamics 365 for Marketing that will cover comprehensive Marketing Management functionalities.



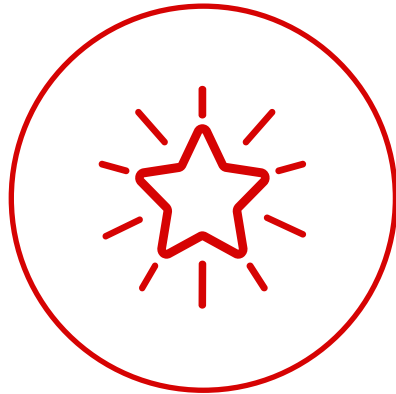
Customer Insights Module	Audience Management	Offer Management	Omni-Channel Campaign Management	Approvals And Workflows	Promotion/ Survey
	Realtime Campaigns	Capture Opt-in/ optouts Response	Campaign Segmentation	Campaign Execution & Monitoring	Mass Marketing

Dynamics 365 Customer Insights Journey



Engage customers in real time

- Orchestrate real-time customer-led journeys
- Design customer-led experiences
- Deliver seamless experiences across digital and physical channels



Build customer loyalty

- Design end-to-end customer journeys
- Improve customer communications
- Nurture leads and accounts
- Turn event, meeting, and webinar attendees into loyal customers



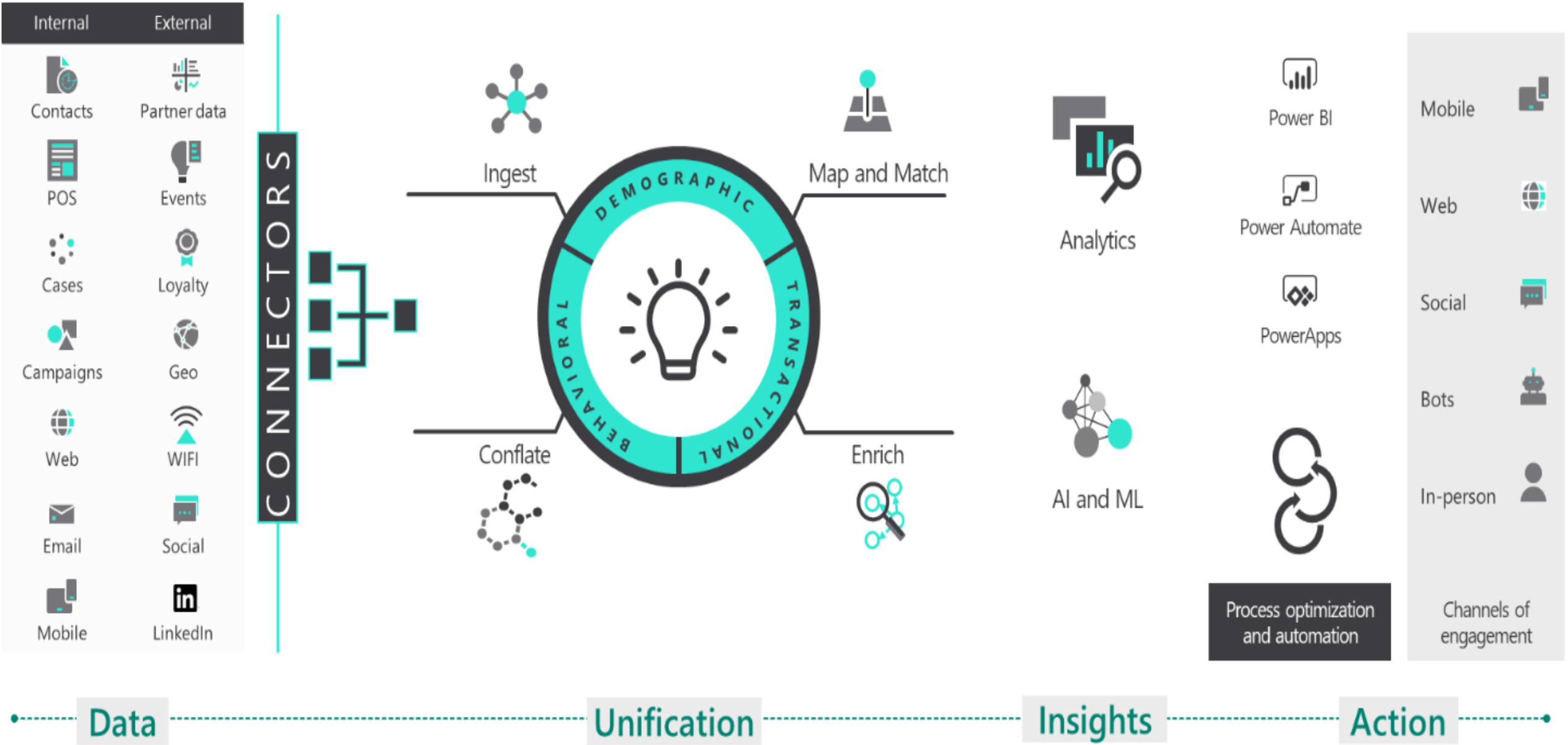
Personalize Customer experience with AI

- Create engaging content enhanced by AI
- Improve marketing effectiveness
- Act on a 360-degree understanding of the customer

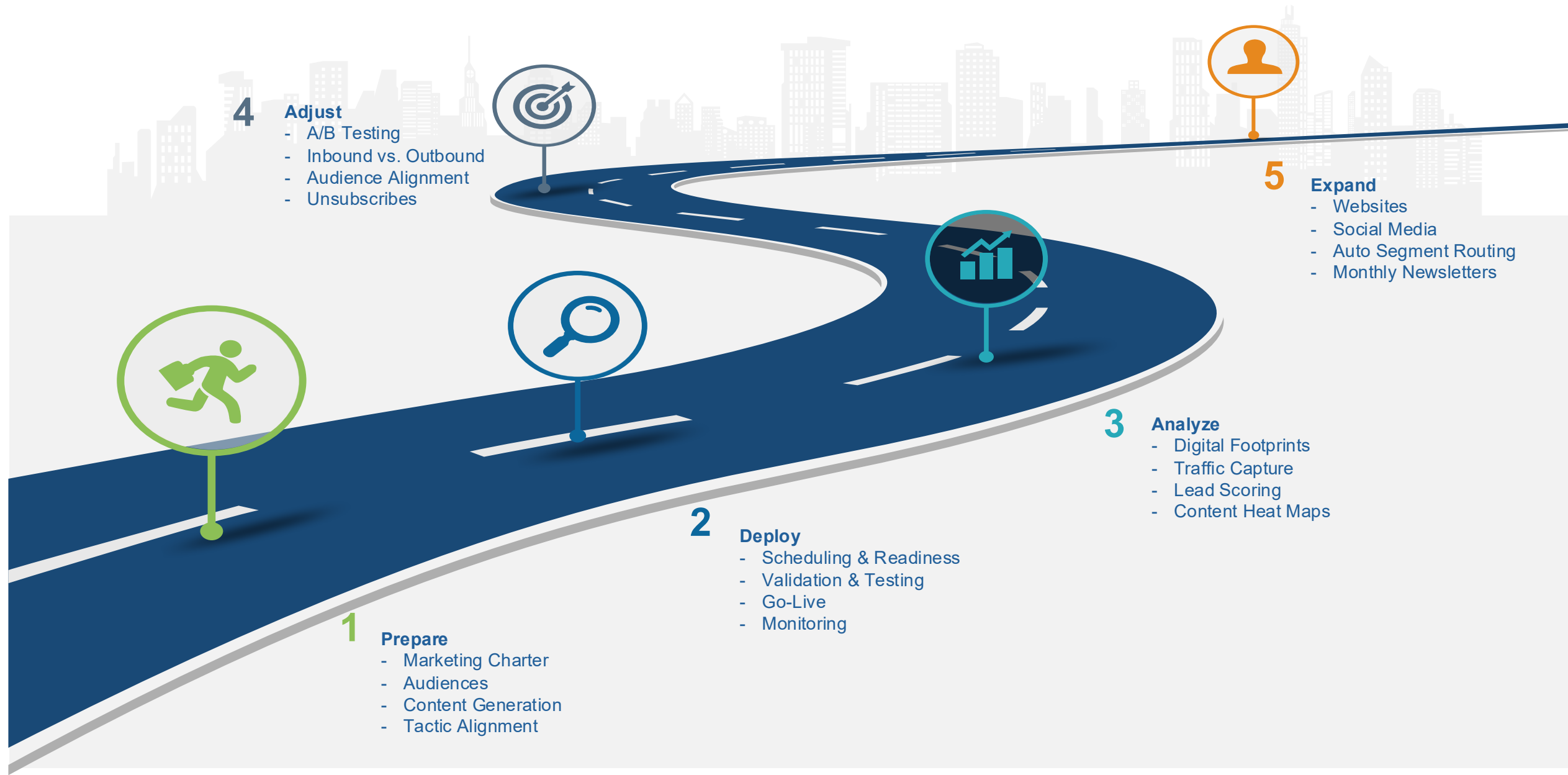


Unified and adaptable platform

- Unify and share customer data more securely
- Comply with regulations
- Easily customize and extend the application

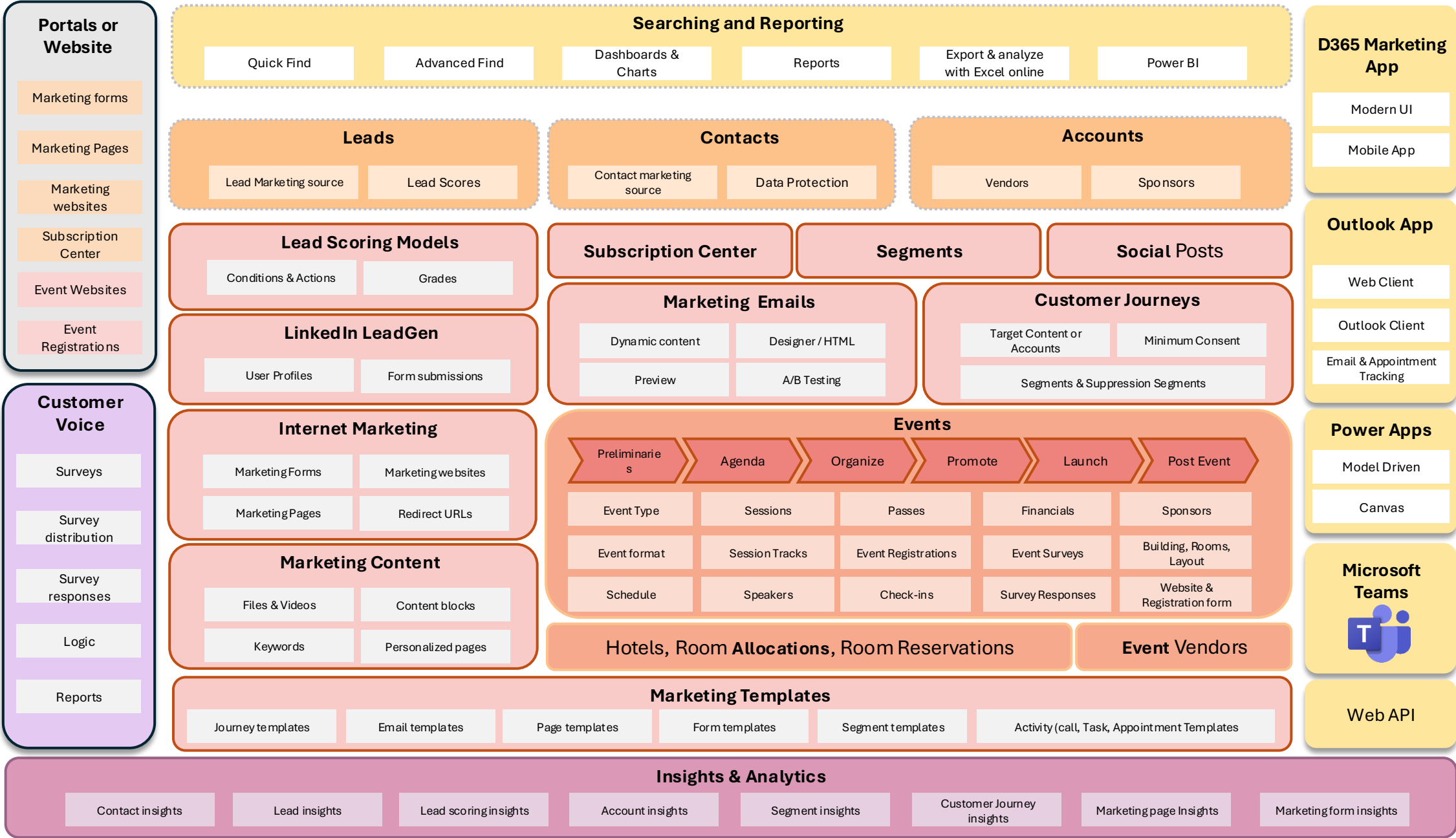


Marketing





Dynamic 365 Customer Insights & Event Management





Overview

The Dubai Police Force (Established in 1956) is the 17,500 strong police force for the Emirate of Dubai, in the United Arab Emirates. They come under the jurisdiction of the ruler of Dubai, and they cover an area of 4,114 square kilometers & a population of 2.8 million people.

Technology

- Dynamics CRM 365
 - Sales
 - Service
 - Marketing
- Sprinklr Social Media
- Forms Pro - Surveys

Services

- Discovery & design
- Implementations and integrations
 - Dynamics 365
 - Social Media Listening & Case
 - AI use cases
- Support and enhancements

Dynamics 365

Government

Problem Statement:

Dubai Police need to manage interactions with current customers. The desired approach of CRM is to compile data from a range of different communication channels, including a Dubai Police website, telephone, email, live chat, marketing materials and more recently, social media, in addition to criminal/traffic records history to cater the need comprehensively.

Project Scope

Dubai Police would like to implement fully integrated CRM solution in order to link all channels through one platform that ease the use of processes.

Dubai Police needs a comprehensive, centralized and unified CRM platform to fulfill their requirements that can re-engineer customer journeys & automation.

Services Provided:

Systems Limited provided following implementation services:

Customer 360 View	Marketing & Communications	Single Sign On
Omni-channel Capabilities	Customer Segmentation	Auditing Framework
-----	Event Management	Access & Control Management
Case Management	-----	Document Management
Survey Management	Sales Process for selling	Reports & Dashboards (Analytics)
Call Center Management	Dubai Police products	-----
Request Management	-----	Integration - API Layer
Knowledgebase Management	-----	Integration with internal & external systems
Service Level Agreement	Social Media Management	
Notification Framework	Artificial Intelligence	
Workforce Management		

Seamless CRM system complying with all the requirements of managing customers, sales, customer service, and marketing through multiple channels including social media. The implemented solution is fully compliant with the existing ecosystem and provides faster data access, reliable, controlled system, and tracking capability.



Microsoft
Dynamics® 365



Power BI



sprinklr