



Engineering. Simplified.

www.visionet.com



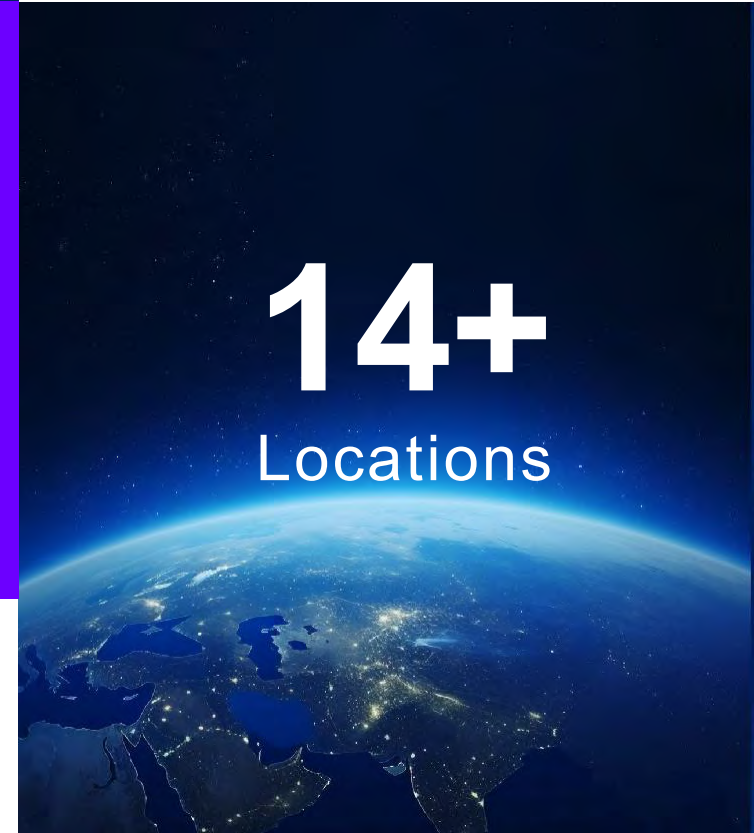
Simplifying Complex
Business Challenges
with Global
**Engineering
Excellence.**

27+
Years

350+
Global Clients

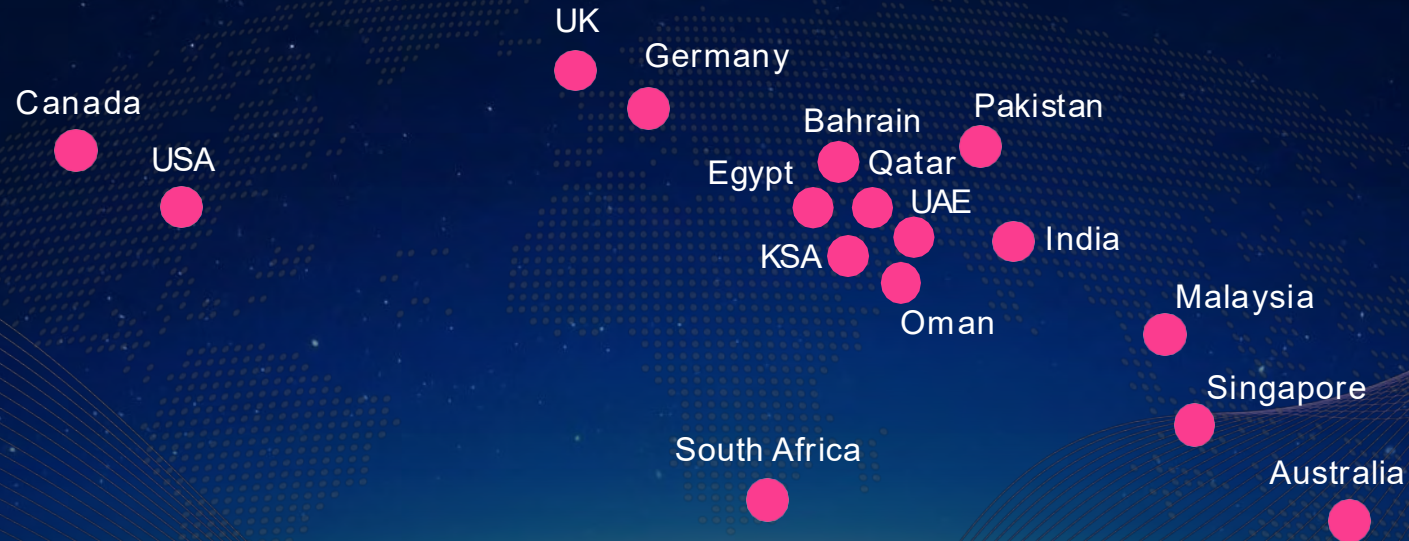
9,500
Customer-
centric
People

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

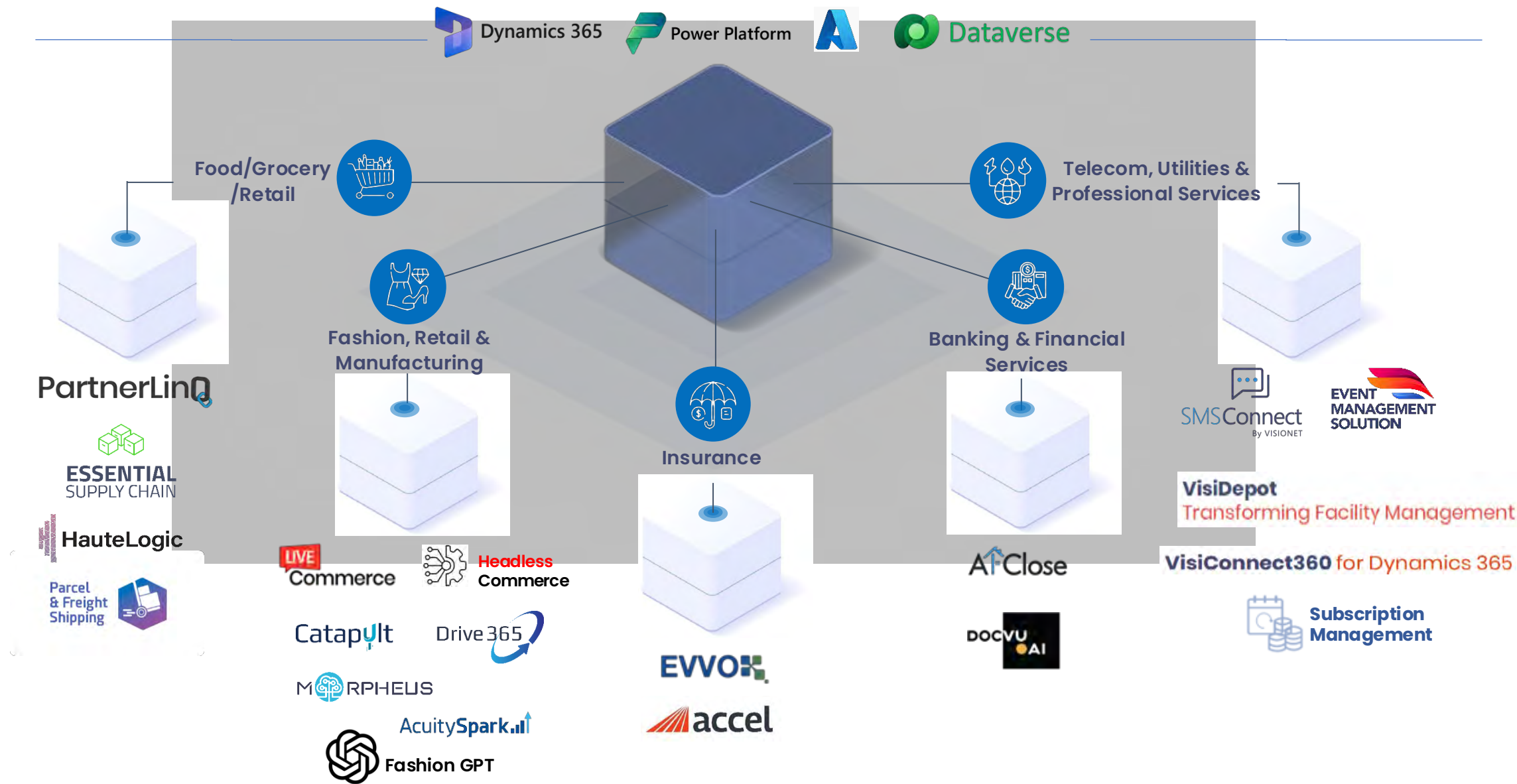
Visionet Group achieved the prestigious **Microsoft Business Applications 2021/2022 Inner Circle** award and earned a place among the most elite Microsoft Partners in this space.



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



Visionet Marquee Industry Solutions & Accelerators



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

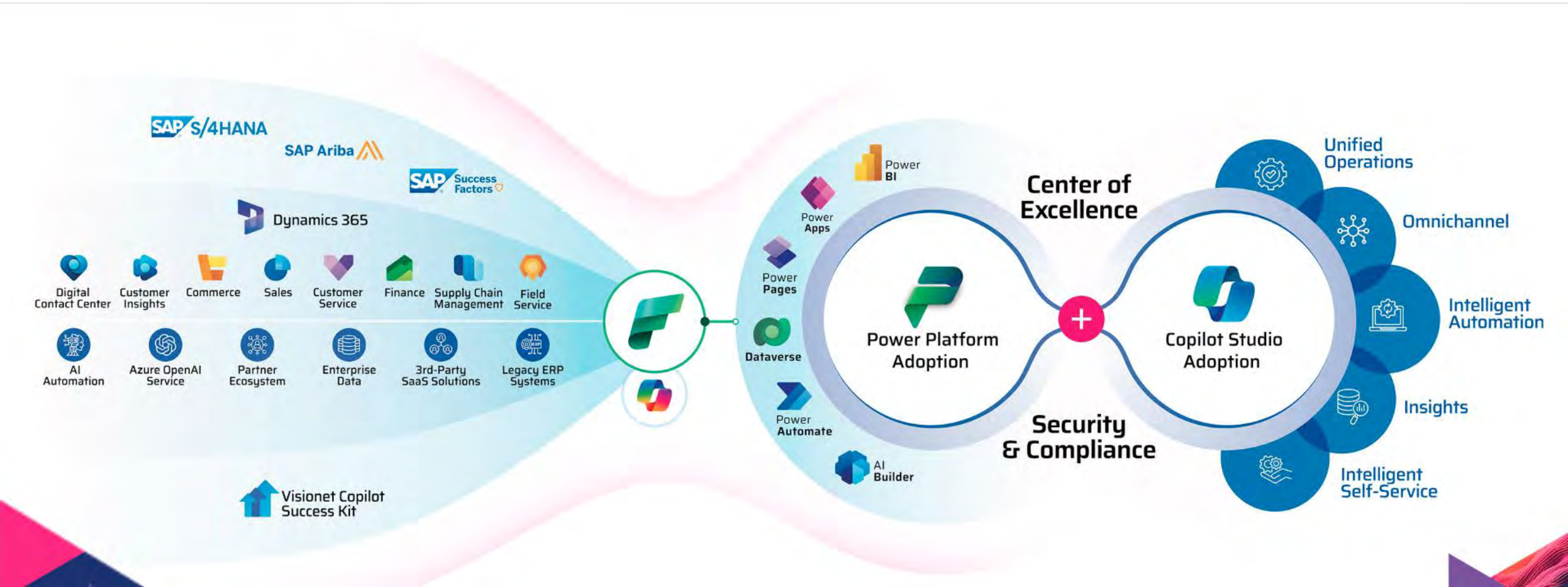
We help our clients with demand-driven supply chain management, compliant manufacturing, and omnichannel strategies, enhancing efficiency, compliance, and customer engagement.



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

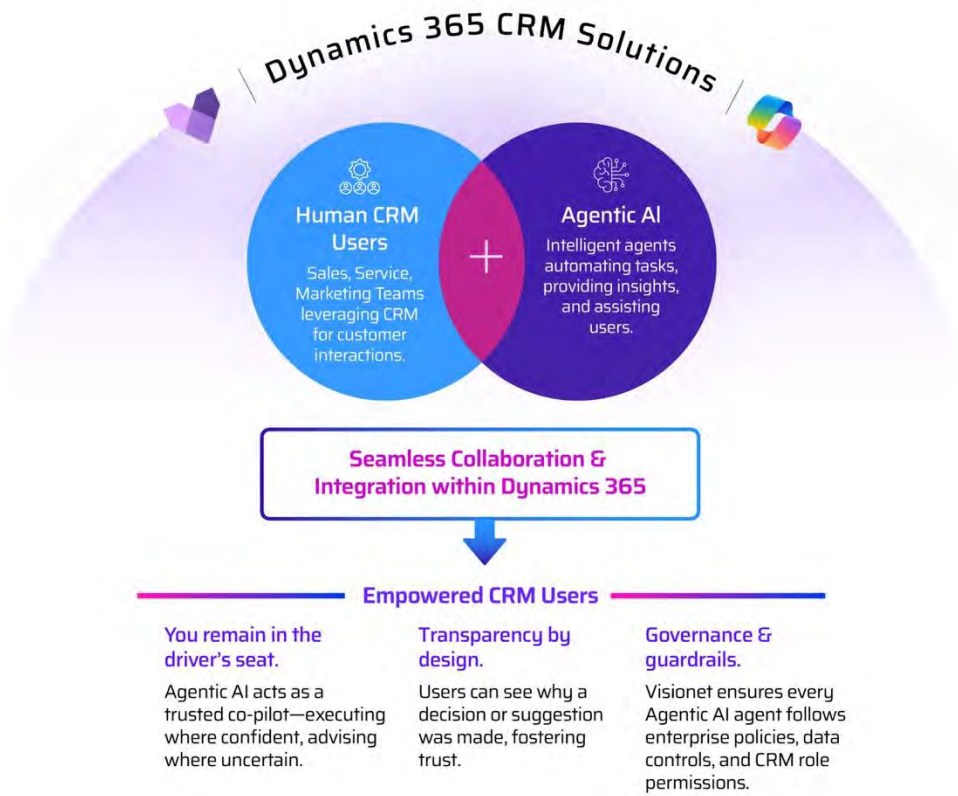


We believe Power Platform is a single AI-Powered platform for everyone to build connected solutions, not siloed solutions

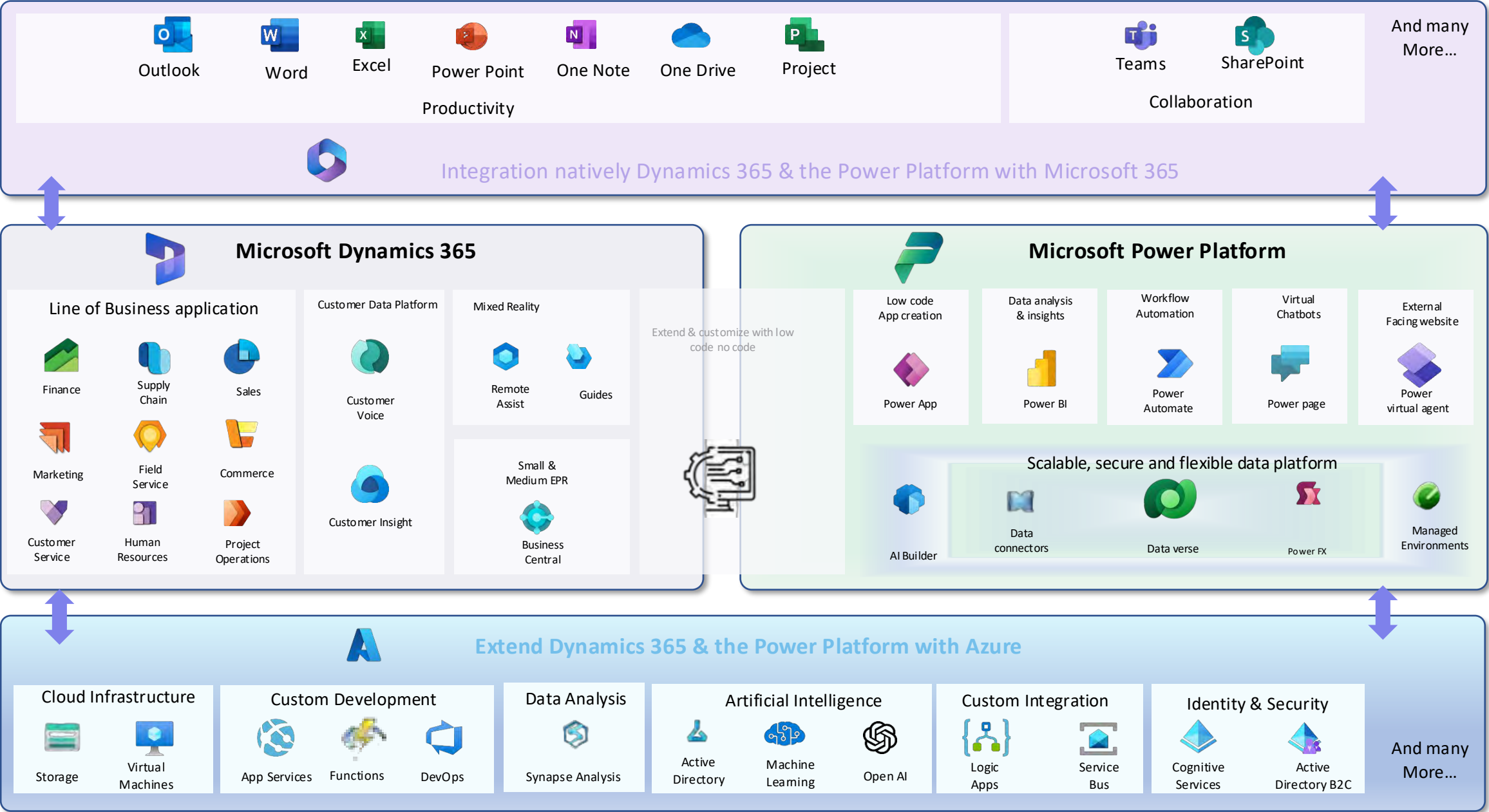
Human-led Agentic Adoption across Customer Engagement Apps



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





Copilot



Dynamics 365



Sales

- Close more deals
- Meet customer needs real-time
- Guide sales teams to win

Service

- Personalize the service experience
- Make work more effortless for service teams
- Optimize service operations

Finance

- Optimize business models
- Maximize finance productivity and visibility
- Increase service offering profitability

Supply Chain

- Improve workforce productivity
- Reduce operational costs
- Ensure manufacturing uptime

Grow revenue + Manage costs

Work in your app of choice with Copilot

Seamless data sync and no context switching



Pre-built agents



**Facilitator
agent**



**Project Manager
agent**



**Employee
Self-Service agent**



**SharePoint
agents**



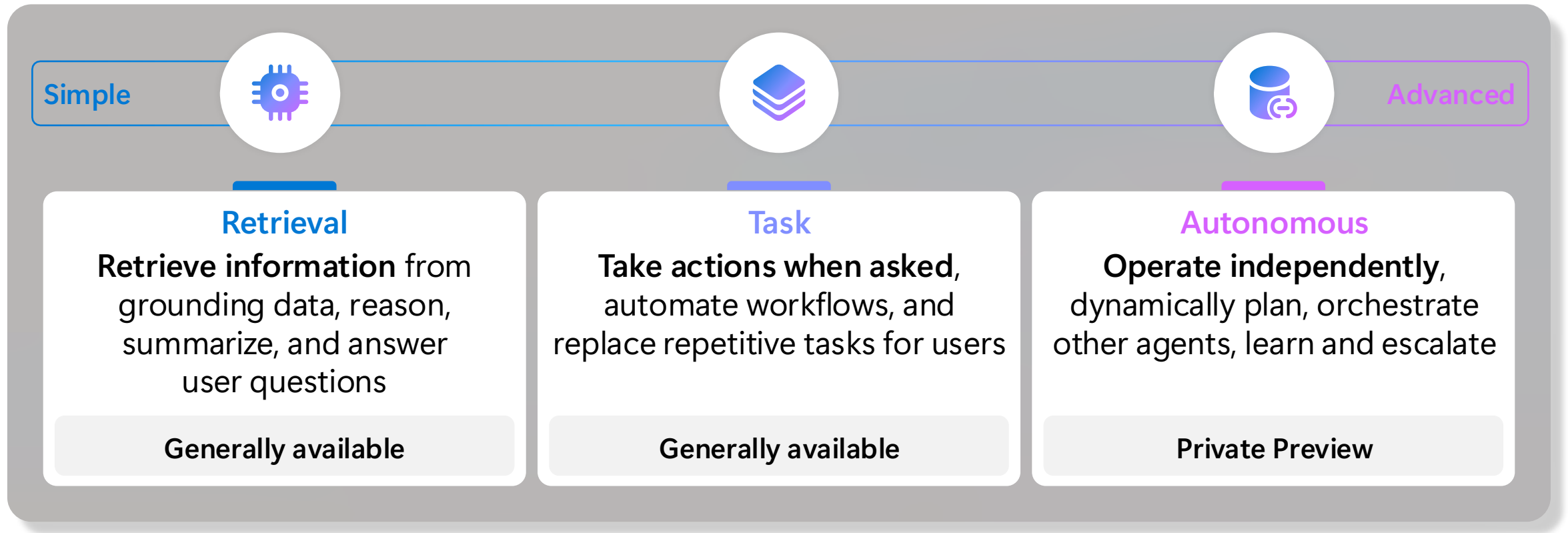
**Interpreter
agent**



**Dynamics 365
agents**

What are agents?

Agents expand Copilot's knowledge and skills or can operate autonomously to complete tasks or automate processes



Agents vary in level of complexity and capabilities depending on your need

What if there were a unique Copilot for your sales, service, and finance teams?



Imagine sellers unlocking insights from customer, prospect, and deal data.



Imagine service agents reducing the time it takes to draft customer replies.



Imagine finance professionals making precise decisions based on data unique to their workflows.



**Microsoft 365 Copilot has
already transformed how
your organization works.**

68%

of early users said Copilot
improved the quality of
their work

70%

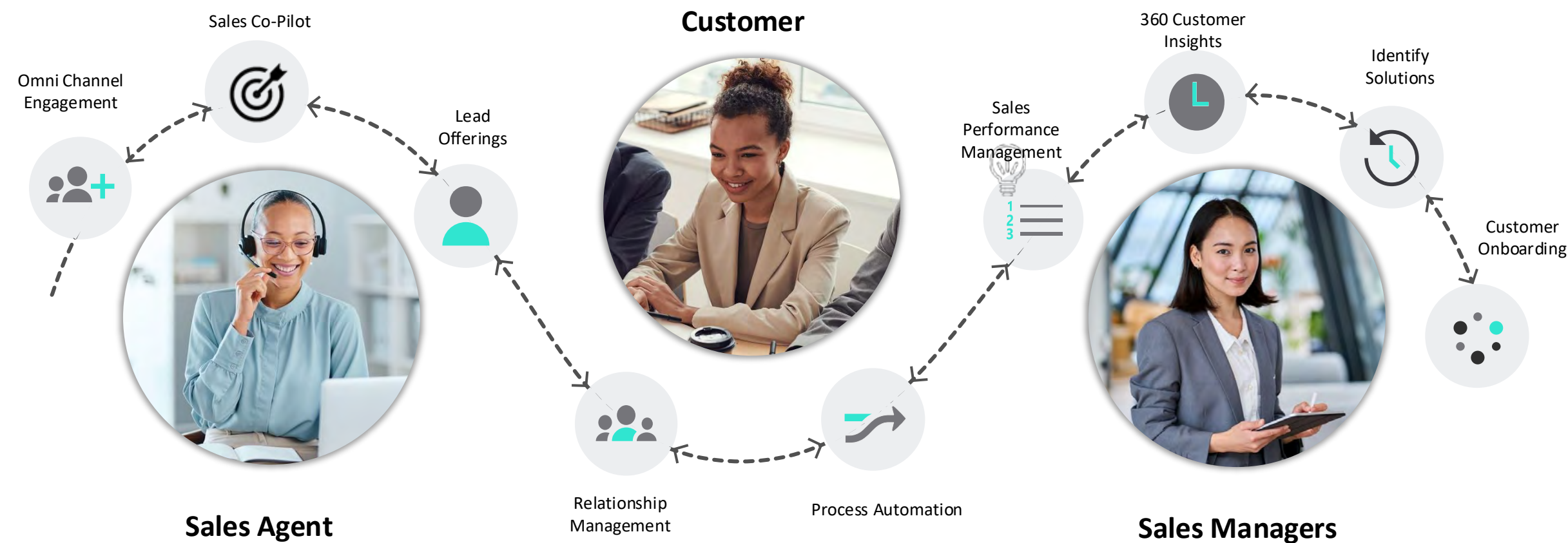
said Copilot made
them more productive

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 funnel chart. The background is dark and out of focus. A blue gradient overlay covers the bottom half of the image.

Dynamics 365 CRM Sales

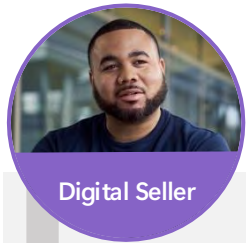
Dynamics 365 For Sales

D365 Sales will empower Sales team to drive personalized engagement with the customers. This includes lead capturing for new customer, upsell/ cross-sell. This will cater lead to customer processes and track the complete customer onboarding from initial lead generation to scheduling appointments and fulfilling various operations.



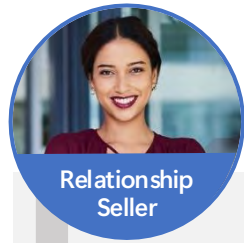
Sales Module	Lead Management	Opportunity & Pipeline	Quote, orders & invoice	Customers
	Interactions	KPIs & Insights	Email, Call, SMS integration	Reports & Dashboards

Microsoft Dynamics 365 Sales for all sales roles



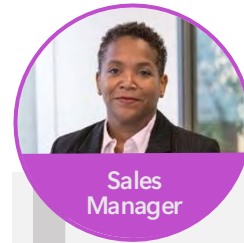
Make selling easier

- Catch up on pipeline
- Capture leads
- Qualify opportunities



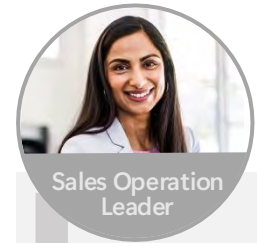
Wow your customers

- Prepare for engagements
- Take the next best action
- Personalize interactions



Build stronger teams

- Forecast sales
- Analyze team performance
- Scale best practices



Configure and extend

- Turn data into impact
- Automate to scale
- Accelerate development

Microsoft 365 Copilot sales agent

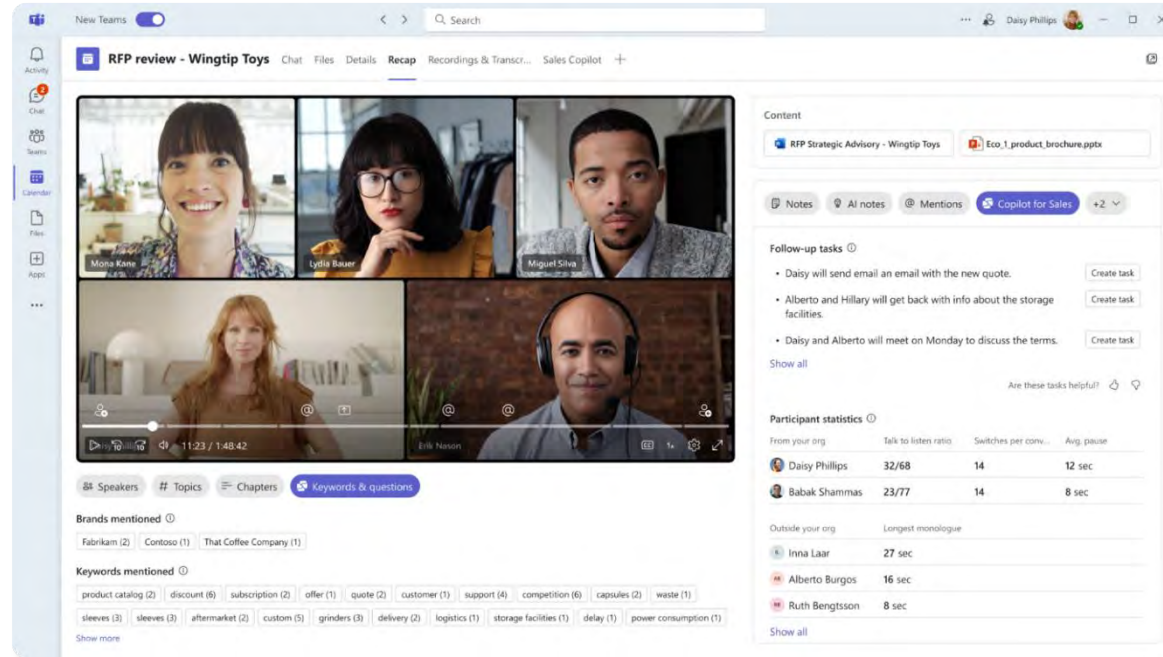
Assist sales teams with tedious tasks so they can focus on closing deals.

 View opportunity summary

 Analyze sales conversations

 Draft a proposal

 Create a revenue data chart



 Create CRM tasks from a meeting

 Update opportunity stage

 Show conversion rate

 Create a pitch presentation

Experienced in Microsoft 365 and connects to your CRM system

The AI advantage for sales

Leading consulting companies estimate that sales organizations can benefit significantly from generative AI

Sales efficiency

29% of sales time can be automated¹

3-5% productivity lift²
(total sales expense)

99% of sellers would reinvest time saved from AI on work tasks³

Data quality + sales effectiveness

+50% jump in lead-to-sale conversion rate⁴

3-15% of revenue uplift for players that invest in AI⁴

2X lift in cross-selling and up-selling rate⁴



¹Bain & Company. "[How Generative AI Will Supercharge Productivity](#)." August 2023.

²McKinsey. "[The economic potential of generative AI: The next productivity frontier](#)." June 2023.

³Microsoft. "Sellers' attitudes about AI." June 2023. An Ipsos study commissioned by Microsoft. Study included 700 participants who use professional CRM systems at organizations of at least 300 people. Industries include Financial Services, Professional Services, Manufacturing, Retail, Technology, and Healthcare.

⁴McKinsey. "[AI-powered marketing and sales reach new heights with generative AI](#)." May 2023.

Dynamics 365 Sales



Meet buyers where they are

- Know the exact customer to engage
- AI-powered sales insights
- Connect across channels
- Meet and collaborate virtually
- Act on customer feedback



Builds customer relationships

- Get insights from LinkedIn Sales Navigator
- Find and track new buyers
- Unified view of interactions
- Know how to engage customers



Boost seller productivity

- Cut time spent on data entry, minimize routine tasks
- Automate sales and marketing processes
- Work seamlessly using everyday apps

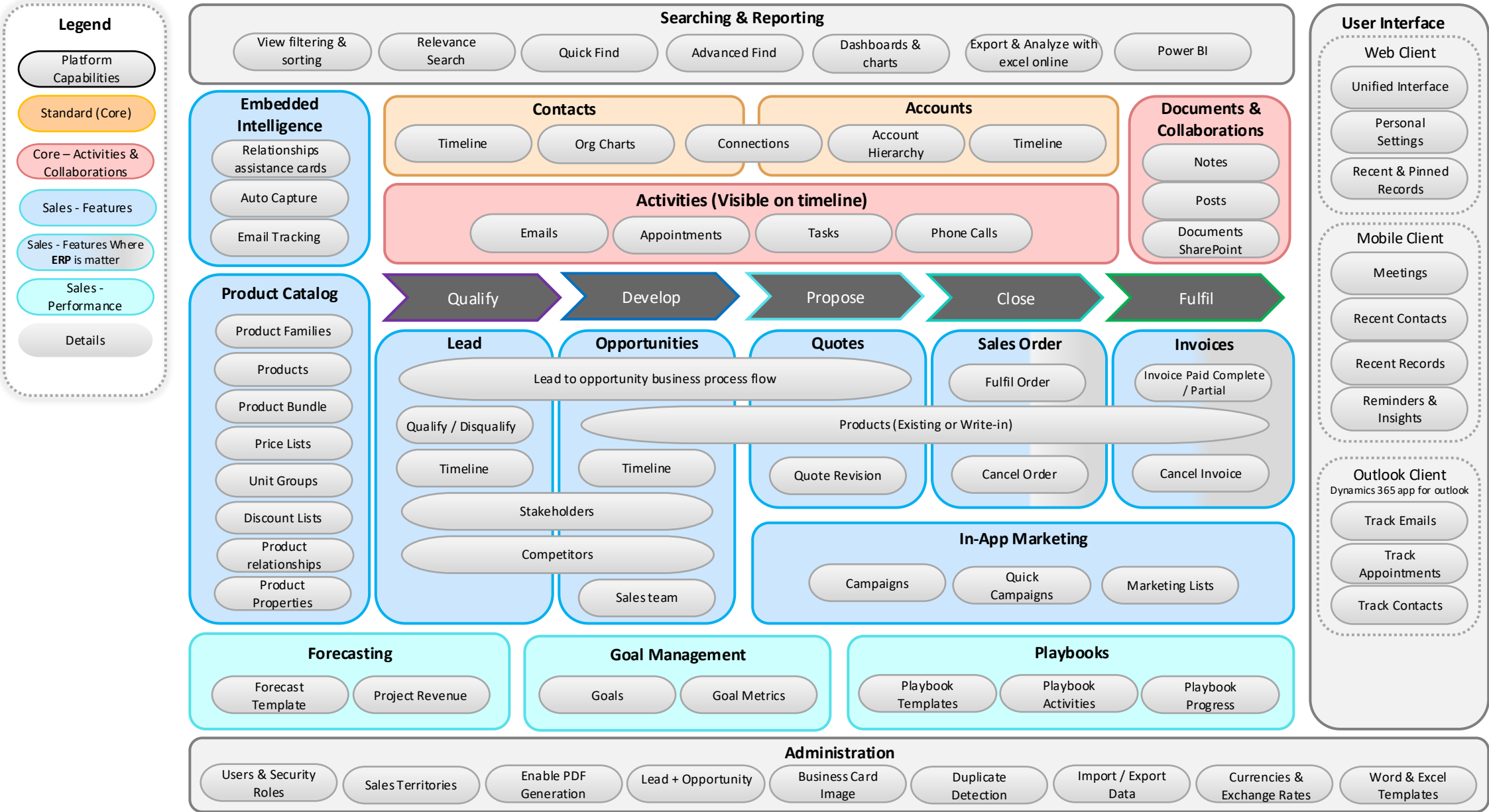


Adapt to rapid changes

- Streamline and increase forecasting accuracy
- Gain real-time visibility into sales performance
- Tailor processes based on best practices
- Adapt AI for your unique needs

Sales







Overview

AmerCare Royal is a distribution company that provides a wide range of disposable products, including gloves, aprons, hairnets, and other personal protective equipment (PPE), food service disposables and cleaning supplies. The company serves various industries, such as healthcare, food service, and hospitality.

Technology

- Dynamics 365 Sales
- Sales Insights
- Azure
- Power BI

Services

- Discovery and Design
- Manage & Enhancements
- Implementations and integrations

Dynamics 365 CE

Distribution

Challenges

AmerCareRoyal had unique challenges with Channel management, competing customer expectations, and pricing, configuration and pressures and profitability and respective insights for Sales leadership team.

Solution

- Customer Management for distributors, brokers, end customers, and global business groups details in CRM.
- Real-time Integration with S2K(ERP) to update customer details back to CRM.
- Unified opportunity creation process separating out Distribution and National business units.
- Complete custom CPQ tool for generating quotes in D365 Sales module.
- Customer & Vendor T&Cs and bill-back agreements, using SharePoint and DocuSign for digital signatures.
- Implement Dashboards for sales pipeline, revenue forecast, and projections.

Impact

- Visionet CRM experts along with the ACR change champions create a future-proof optimized sales processes. In addition, automated all the Sales cycle repetitive tasks which increased Sales productivity by 15% and win rates by 13%.
- Configured Sales Insights features like sales accelerator, and opportunity forecasting for easy use of the sale process which resulted in a 23% increase in Sales visibility and 28% improvement in forecast accuracy.
- Implemented product configuration, pricing, and quoting tool on Dynamics 365 sales application for quoting , pricing , calculating complex margins, taxes , discounts and negotiating with customers on better rate which resulted in 30%-time reduction in generating quotes.
- Implemented auto-generation of T&C for onboarding customers and generate billback agreements and sales tracing from quote in dynamics 365 sales application which resulted in 30%-time reduction for onboarding & generating quotes.
- Implemented Sales leadership dashboards using Power BI giving visibility into Sales productivity.



Microsoft
Dynamics® 365



Power BI

A close-up, slightly blurred image of a hand pointing at a tablet screen. The screen displays various business analytics charts, including a bar chart and a line graph. The image has a blue tint and a semi-transparent blue overlay at the bottom where the text is located.

Dynamics 365 CRM Service

Dynamics 365 For Customer Service

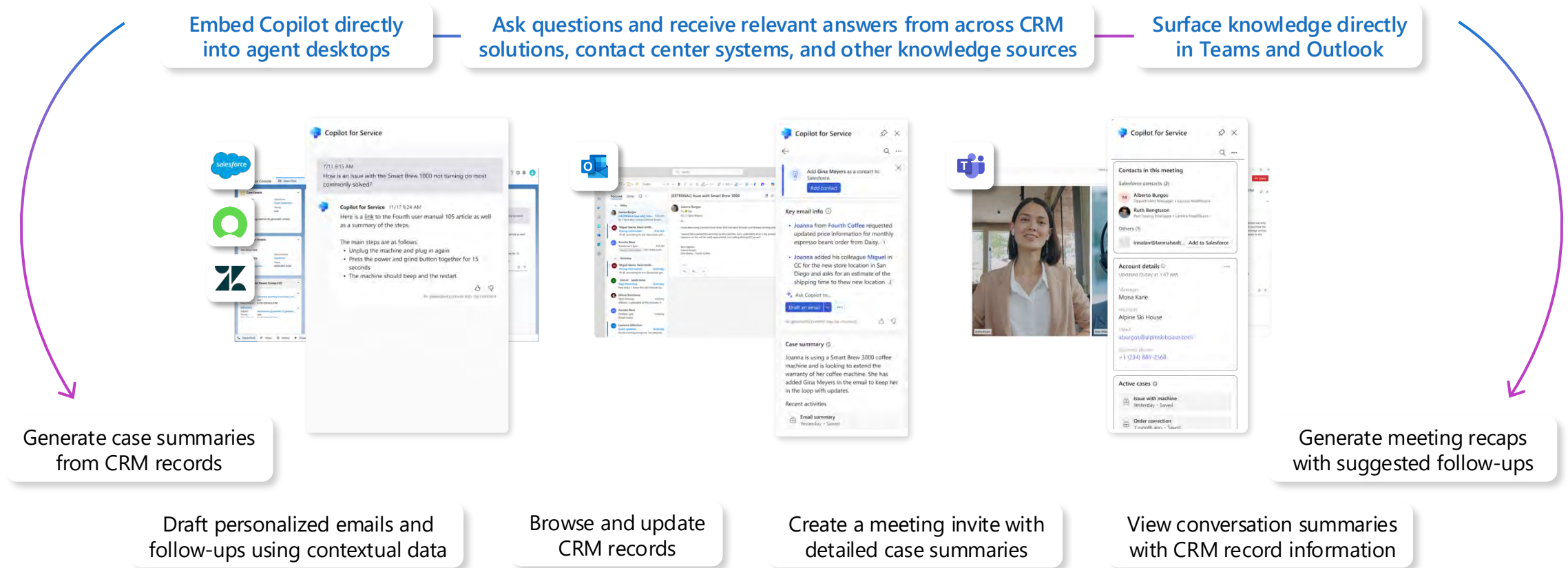
Microsoft Dynamics 365 Customer Service delivers a robust platform for managing and enhancing customer interactions and support. It extends Microsoft Dynamics CRM 365 to provide a comprehensive customer service application that includes Case Management, Knowledge Base, Service Scheduling, and Self-Service Portals. The module supports efficient Customer Engagement through Omnichannel Communication, integrates with other Dynamics 365 modules for unified customer insights, and leverages Analytics for Performance Monitoring and Continuous Improvement.



Customer Service Module	Case Management	Case Assignment & Scheduling	Auto-response Management	Approvals and Workflows
	SLA / KPI Management	Activities Management	Email, Call, SMS integration	Feedback & Response Management

Microsoft 365 Copilot service agent

Maximize agent productivity in the flow of work.



Experienced in Microsoft 365 and connects to your CRM and ERP systems

This demo is intended solely to showcase the capabilities of Microsoft 365 Copilot service agent in-product experiences. Any references to Salesforce are purely illustrative and do not imply any form of partnership or endorsement between Salesforce and Microsoft. Please use this demo as a guide to understand the functionalities of the Microsoft 365 Copilot service agent product.

Dynamics 365 Customer Service



Self-service support

- Activate virtual agents for modern self-service solutions
- Direct access to your knowledge base
- Share knowledge through community portals



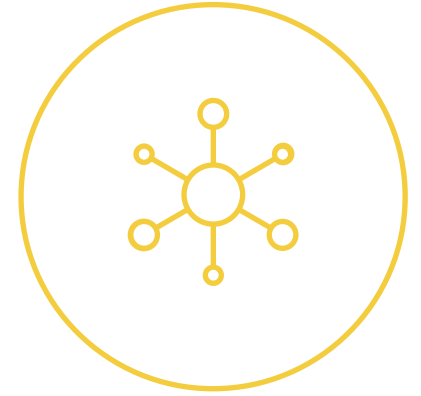
Optimize service with Actionable Insights

- Analyze comprehensive support insights
- Adapt quickly to real-time customer sentiment
- Track success against key performance indicators
- Enhance your knowledge base with knowledge search insights



Empower teams with tools

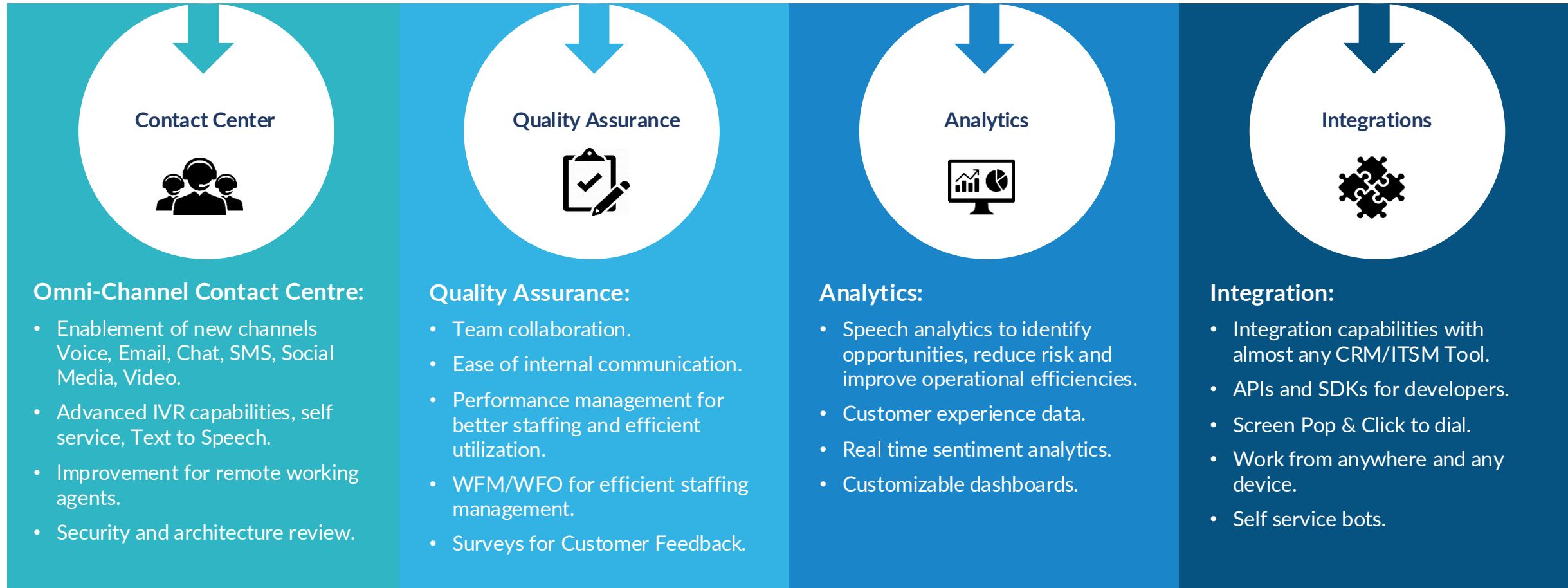
- Help agents get answers faster
- Easily switch between open cases or tasks
- Unify knowledge sources for a streamlined search experience
- Analyze and act on customer feedback



Deliver proactive service with IoT

- Proactively fix device issues
- Enhance support with integrated IoT alerts
- Monitor device health index

> Contact Centre Services



Benefits



Improved CSAT Scores



Higher First Call Resolutions



Proactive Caller Identification



Empowered Users

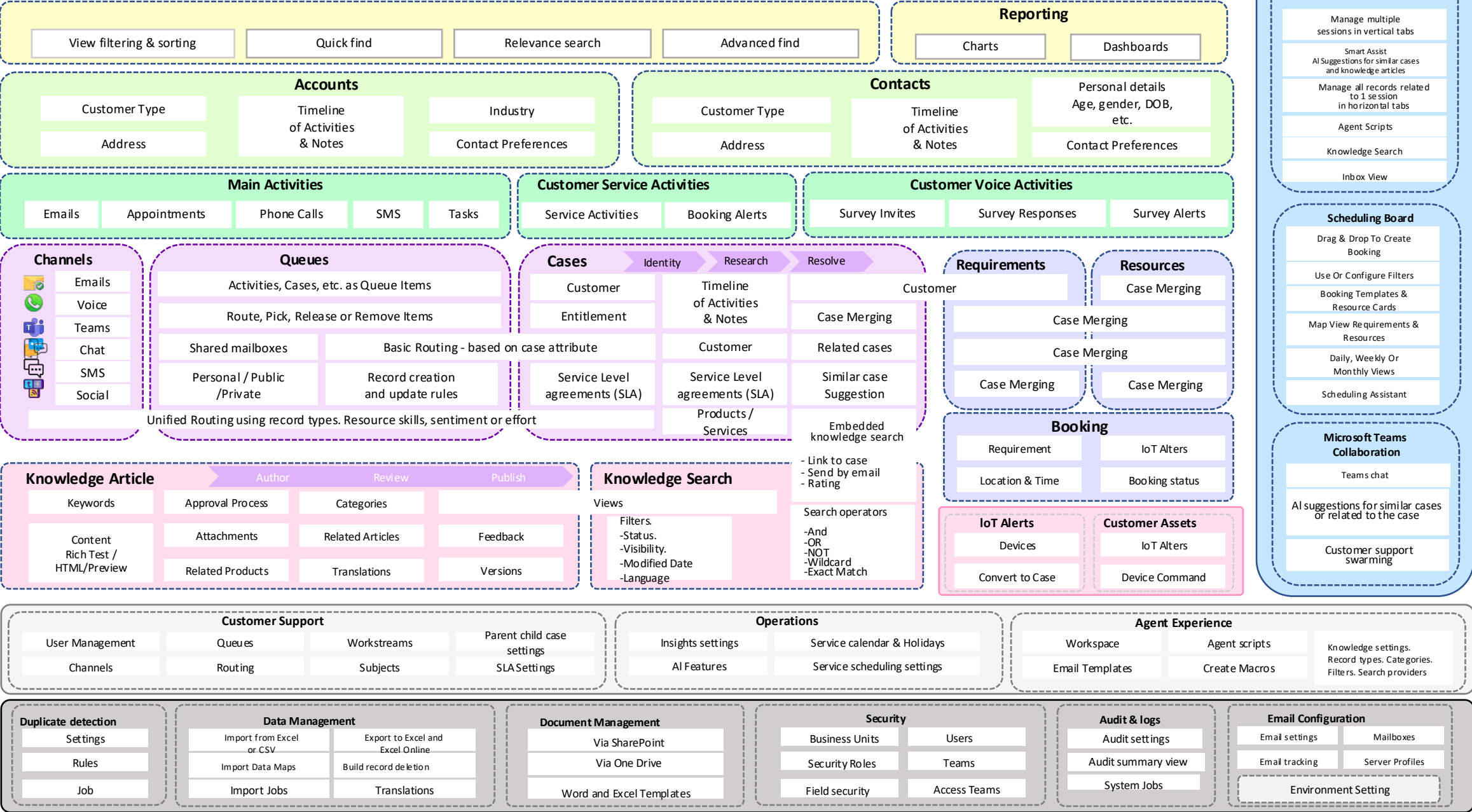


Improved Quality

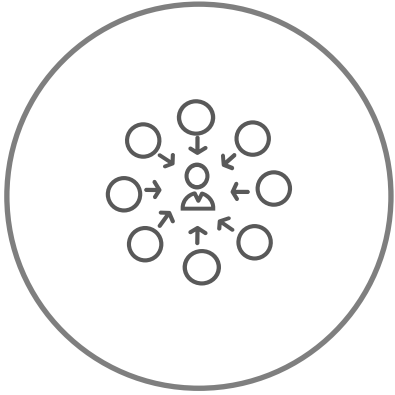


Lower AHT and Cost

Dynamics 365 Customer Service - Conceptual Diagram

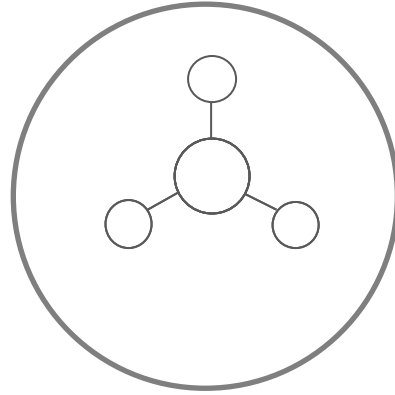


Dynamics 365 Customer Service OmniChannel



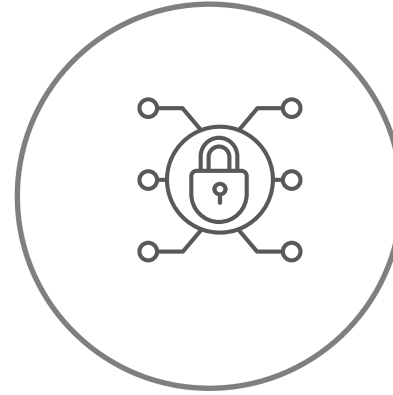
Measure customer behavior

- Track engagement using web analytics
- Track engagement using mobile app analytics
- Build custom reports for your specific business needs



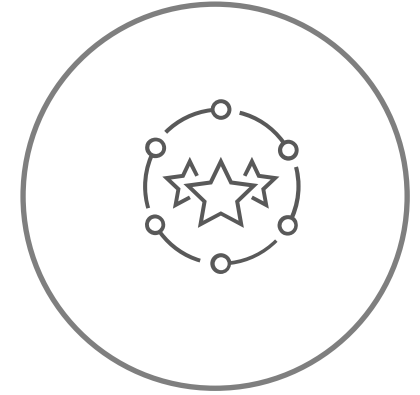
Multichannel Analysis

- Analyze customer behavior by segment
- Analyze customer behavior using customer profile attributes
- Connect data from all your channels



Built-in security, privacy & compliance

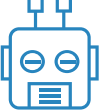
- Support GDPR and CCPA compliance
- Exceed industry standards



Improve customer satisfaction

- Enable insights within Customer Service Hub
- Topics highlighted for Power Virtual Agents
- Improved topic generation

Service Capabilities of Dynamics CRM

-  Omni-channel
-  Portal
-  Agent enablement
-  Onsite service
-  Knowledge
-  Service intelligence



FRETTE

1860

Overview

- Frette is an Italian textile company known for its luxury linens. Established in 1860 in France it deals in luxury products.
- 200-500 Employees

Technology

- Dynamics 365 CRM
- Omni Channel

Services

- Quality Management System
- Self Service Portal Development
- Implementations and integrations
- Support and enhancements

Omni Channel

Retail

Situation

The Frette brand sought to enhance its customer service experience by implementing a comprehensive solution that could manage customer interactions across multiple channels. The goal was to provide a seamless and consistent experience for customers while improving agent productivity and operational efficiency. The existing system lacked the capability to unify customer interactions, leading to fragmented service and inefficiencies.

Solution

Visionet implemented an Omnichannel Engagement solution powered by Microsoft Dynamics 365 for Frette. This comprehensive solution included self-service capabilities with virtual agents, personalized omnichannel engagement, enhanced agent productivity through a unified work environment, proactive service with remote device management, and AI-driven insights to analyze performance and trends.

Impact

The Omnichannel solution significantly benefited Frette by enhancing customer satisfaction through a seamless experience across all channels, increasing agent productivity with improved tools and support, streamlining operations with unified routing and work distribution, delivering proactive service to address issues before they arise, and providing valuable data-driven insights for continuous improvement.

CHANNEL-LESS



Using the channel, inbound and outbound, that is preferred by the customer

OMNI-BUSINESS



Share customer content and context between partners within the same ecosystem

KNOW ME, SERVE ME



Personalization through visibility into one complete customer record

TRUST WITH VERIFICATION



Communications according to the customer's preference

EMPOWERED WORKER



Leveraging automation to resolve simple issues leaving complex issues for human agent engagement

INTELLIGENCE AS A WORKFORCE



Continually measurement of virtual agent effectiveness resolving basic, simple issues & where human agents excel

CHANGING INCENTIVE MODELS



Attracting, retaining & incentivizing talent based on quality and quantity of service knowledge

CITIZEN DEVELOPER



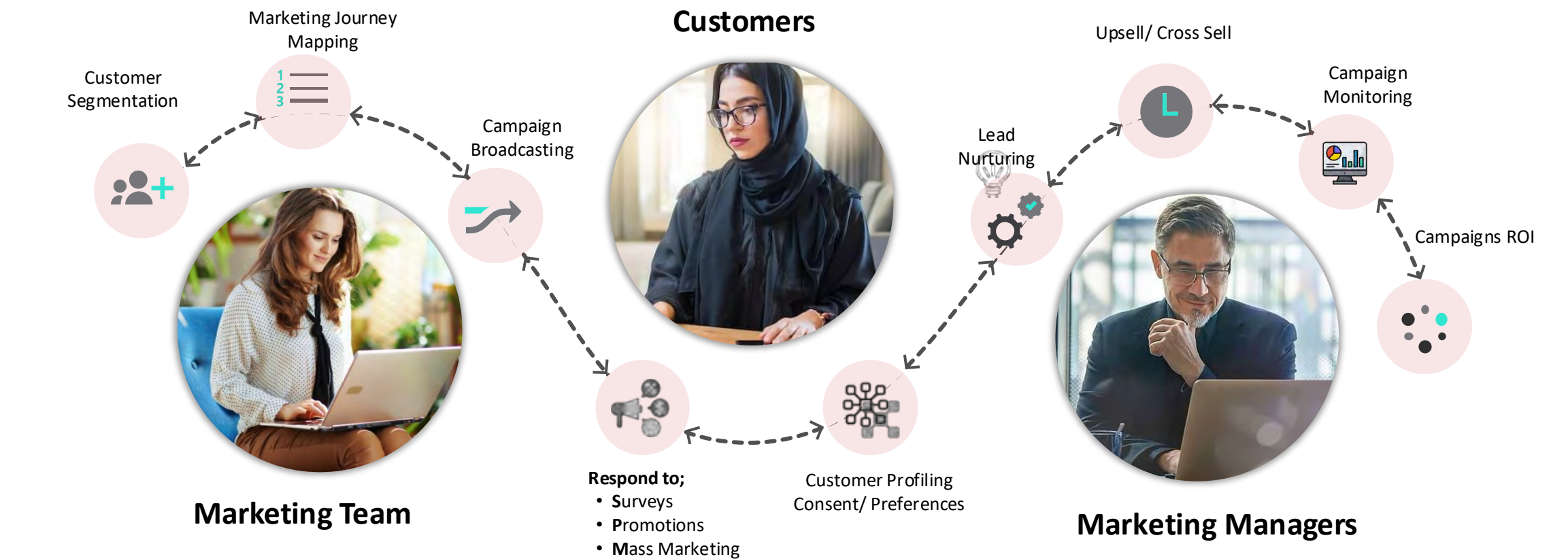
Lowering the barrier to entry so the subject matter expert is closer to the customer & content

A close-up, slightly blurred image 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 corner of the image.

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.



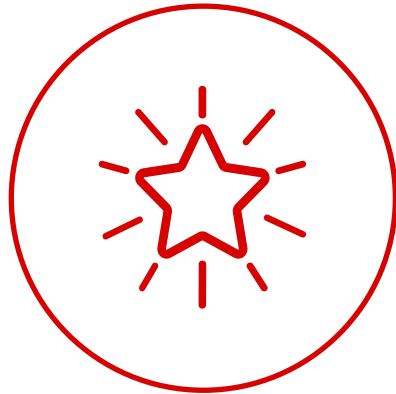
Customer Insights Module	Audience Management	Offer Management	Omni-Channel Campaign Management	Approvals And Workflows	Promotion/ Survey
	Realtime Campaigns	Capture Opt-in/ optouts Response	Campaign Segmentation	Campaign Execution & Monitoring	Mass Marketing

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



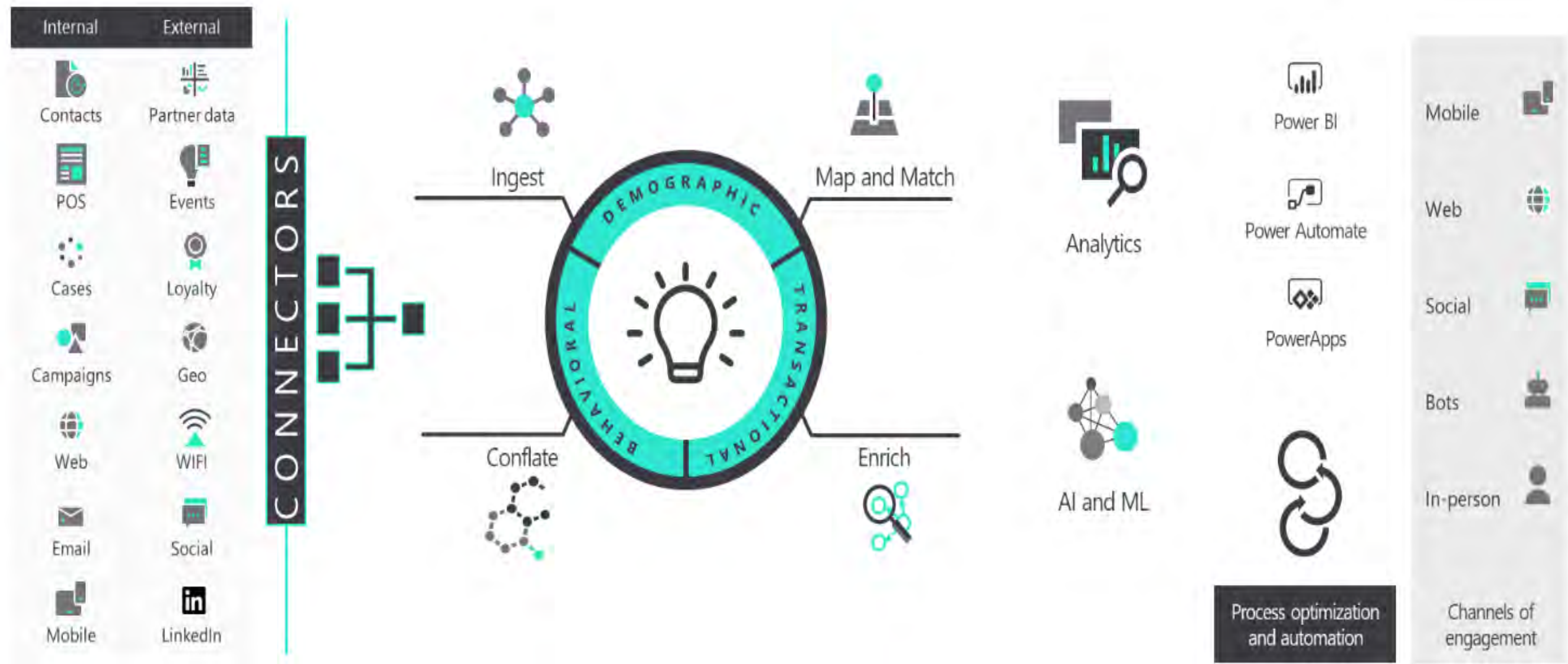
Personalize Customer experience with AI

- 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



Data

Unification

Insights

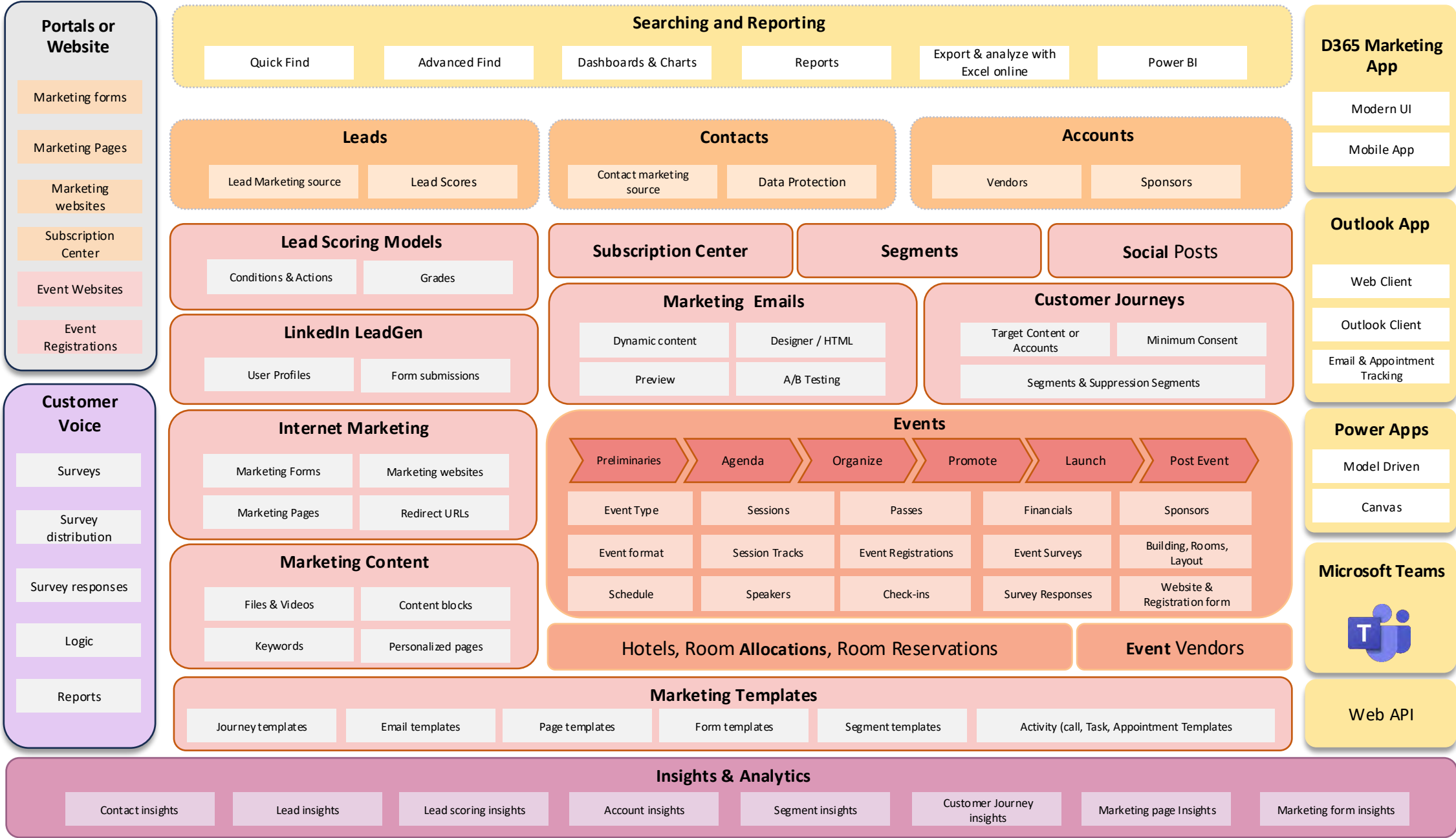
Action

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



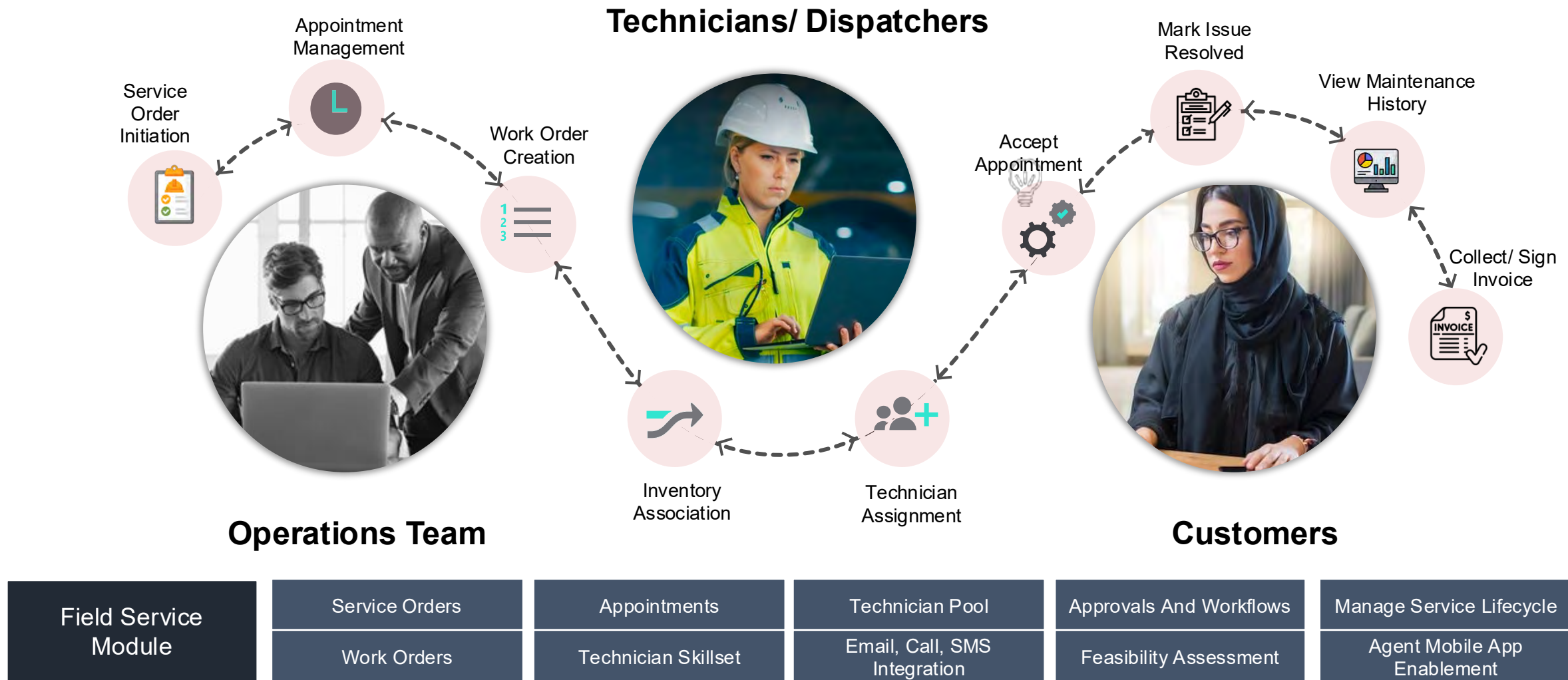
sprinklr



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



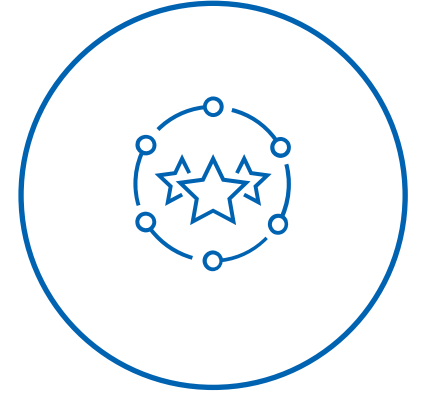
Optimize with AI

- 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.

