

Microsoft Dynamics 365 CRM (CE)

What we offer

Ingentive delivers, configures and supports Microsoft Dynamics 365 CRM for public sector organisations. Our service enables effective management of customer interactions, enquiries, casework, workflows and communications. We optimise CRM to improve service delivery, data quality and reporting, while providing training, integration support and ongoing enhancements on Microsoft's secure cloud platform.

Service categories:

- Applications
- Customer relationship management
- Advertising
- Marketing campaign management
- Digital commerce
- Sales force productivity and management
- Customer service
- Contact centre



Benefits:



- Improved customer handling and service quality
- Faster case resolution and better visibility
- Consistent, automated engagement processes



- Centralised data for accurate reporting
- Better decision-making through CRM insights



- Higher productivity with guided workflows
- Enhanced collaboration across teams



- Secure Microsoft cloud platform for growth
- Reduced reliance on spreadsheets and silos
- Supports public-sector service and contact standards

Add-ons & extensions

This can be used as a standalone service, or as an add-on.

This service extends Microsoft Dynamics 365 Customer Engagement and integrates with Microsoft 365, Power Platform, other Dynamics apps and key line-of-business systems. Ingentive designs and delivers these integrations so Dynamics 365 CRM can operate as the central customer and case-management system.

Getting started

Ingentive provides structured onboarding for Dynamics 365 CRM: discovery workshops, solution design, environment setup, configuration, data preparation and go-live support. We deliver role-based training, documentation and access to our support team so users can begin working effectively and confidently in the system.



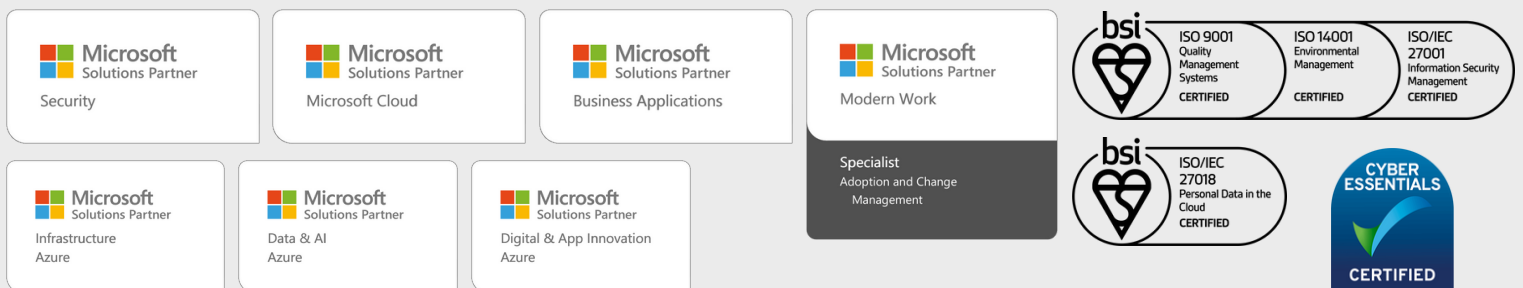
Why choose us?

We live, breathe, eat, sleep, repeat Microsoft and we always have.

As a trusted Microsoft **Inner Circle** member, we bring unmatched expertise, proactive managed services and a transformation-first mindset to keep your business secure, efficient, and future-ready.



Ingentive stands among a select group of organisations worldwide to have earned **all six Microsoft Solutions Partner designations**, plus an additional Microsoft Cloud designation. With seven in total, this exceptional achievement highlights our leadership, innovation, and unmatched capability to help you maximise your Microsoft investments.



Get started with Ingentive

As a Microsoft partner with years of experience providing Microsoft solutions, we want you to get the very best systems for your business, build solutions around you.

Get started

<https://www.ingentive.com/>