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SERVICE DEFINITION

Dynamics CRM

INTRODUCTION

Decillion Digital delivers end-to-end Microsoft Dynamics 365 CRM implementations across Sales, Marketing, and Customer Engagement. Our services include secure data migration, Azure-based integrations, and support for both current and legacy Dynamics versions. We prioritise sustainable delivery through knowledge transfer, best-practice configuration, and tailored extensions using Power Automate, custom plugins, and low-code components.

SERVICE FEATURES

- Deliver end-to-end implementations of Dynamics 365 CRM online modules.
- Integrate CRM seamlessly with cloud-based platforms and enterprise applications.
- Provide support for both legacy and the latest Dynamics CRM versions.
- Manage secure data migrations using proven extraction, transformation, and load tools.
- Develop tailored customisations using JavaScript, plugins, and extensibility frameworks.
- Build no-code automation and workflows through Power Automate.
- Conduct thorough solution testing with automated deployment pipelines.
- Offer comprehensive user training and ongoing production support.
- Design and document CRM architectures aligned with business and technical requirements.
- Ensure strong project management and governance throughout delivery.



SERVICE BENEFITS

- Provide expert support across all Dynamics CRM implementations and solution enhancements.
- Minimise the impact of service outages through proactive monitoring and rapid response.
- Reduce delivery risk with a qualified, experienced project team.
- Meet project milestones reliably with structured planning and governance.
- Adopt a sustainable, end-to-end delivery approach across the full solution lifecycle.
- Build internal capability through comprehensive knowledge transfer and upskilling.
- Maintain a strong focus on benefits realisation and measurable business outcomes.
- Use an agile delivery model to accelerate key phases and adapt to evolving needs.
- Ensure full GDPR compliance and strong security controls throughout the project.
- Provide real-time tracking and visibility of project milestones and progress.



SOLUTION APPROACH



ABOUT US

As a Decillion we partner in bridging technology and business innovation. With an extensive background across diverse technological verticals, we are dedicated to empowering your business through tailored digital solutions.

Our Expertise

Microsoft Dynamics	Technical Consulting	Azure DevOps	Technology Training	E-commerce Solutions
We specialize in MS Dynamics to streamline CRM and ERP systems, enhancing efficiency and productivity for businesses of all sizes.	Our expert consultants are adept at diagnosing your technical challenges and crafting strategic solutions that align with your business objectives.	We leverage Azure to improve your software development lifecycle, enabling faster deployment, reliable operations, and seamless integration of disparate systems.	Decillion Digital offers comprehensive training programs designed to upskill your team and keep them abreast of the latest technological advancements.	We create robust e-commerce platforms tailored to your specific needs, ensuring scalable, secure, and user-friendly shopping experiences.

At Decillion, we believe in the power of technology to transform businesses. Our approach combines innovative strategies with cutting-edge technologies to deliver measurable results. We are committed to providing exceptional service and building long-lasting relationships with our clients.

OUR MISSION

To enable businesses to achieve their full potential through the strategic implementation of technology.

OUR MISSION

To be a leading provider of technology solutions, known for our commitment to innovation, quality, and client satisfaction.

Explore how Decillion Digital can drive your business forward. Connect with us today to learn more about our services and how we can assist you in achieving your technological and business goals.

