



Microsoft Dynamics 365

Reimagine the possibilities for
your business with Dynamics 365

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Hello...

Business Transformation

Break down the silos between your business processes and applications with Microsoft Dynamics 365 – intelligent cloud applications that connect data, drive intelligent decisions, optimise operations and transform your processes end to end.

Dynamics 365 unifies CRM and ERP capabilities into applications that work seamlessly together across Sales, Customer Service, Business Central, Field Service, Project Service Automation and Marketing. Start with what you need and simply add applications as your business grows.



Microsoft Dynamics 365

Microsoft Dynamics 365 will provide you with the tools you need to grow, evolve and transform every part of your business like never before. Equipped with specific business applications for specific business functions, your organisation will have all it needs to better meet the changing market, and the needs of your customers.

If you want to better engage your prospects and customers in order to win more business, provide your employees with the tools they need to do their best work, and optimise your business operations with intelligent processes - then read more about Dynamics 365.



Sales



Customer Service



Business Central



Field Service



**Project Service
Automation**



Marketing



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Dynamics 365 for Sales

Imagine being able to sell more, and faster, whilst turning your customer and prospect relationships into long-term revenue. Well, with Dynamics 365 for Sales, you can do just that.

Dynamics 365 for Sales offers you unparalleled sales functionality, allowing you and your sales team to use digital intelligence and insight to build and nurture relationships, to sell more by focusing on the right opportunities and to close deals faster by working more efficiently.

With Dynamics 365 for Sales your staff can work more collaboratively by sharing meeting notes, events and custom sales documents created with real-time co-authoring.

What's more, not only do you get to work on the go with anytime, anywhere access, but with easy-to-use dashboards you can easily set goals and monitor results.





Dynamics 365 for Customer Service

The service you offer your customers is ultimately what keeps them coming back. The way they experience your company, your brand, and your people is pivotal to their loyalty - and to your success.

That's why, when it comes to your customers, you need to offer them the best.

Dynamics 365 for Customer Service unifies the way your customers experience your business – whether this is through self-service, peer-to-peer service or assisted service.

With Dynamics 365 for Customer Service you can empower your customer service agents and make their jobs easier by ensuring they have all the information at hand to make smart decisions and provide a great experience to your customers.

Plus, with built-in analytics and intelligence, your staff can easily identify trends and anticipate opportunities.





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Dynamics 365 Business Central

Wouldn't it be great to have complete control and visibility of your financial performance through one application? Well, with Microsoft Dynamics 365 Business Central, you can do just that.

Dynamics 365 Business Central is a comprehensive ERP solution designed to help SMEs manage their day-to-day operations.

Dynamics 365 Business Central lets you connect people and processes like never before. It makes ordering, selling, invoicing and reporting easier and faster, and helps boost efficiency through automated tasks and workflows - all from within familiar Office tools like Outlook, Word and Excel.

Get a complete picture of your business and make better decisions with built-in intelligence when and where you need it. With your business running in the cloud, it's easy to change and adapt at your own pace without involving IT. Start with what you need, quickly and easily, then be ready for growth.





Dynamics 365 for Field Service

With so many variables to consider, managing a team of field service agents can be a complex job. But this is where Dynamics 365 for Field Service comes in.

Microsoft Dynamics 365 for Field Service is a complete end-to-end solution designed to manage every aspect of your field service operation.

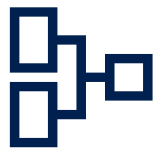
With optimised scheduling and resource allocation, inventory visibility across all locations (including warehouses, depots and trucks) and the ability to fully manage all service agreements across all locations and customers, you'll have all the tools you need to improve your field service capabilities and maximise customer satisfaction.

And, with real-time and offline information available on the customer, case, and even resolution instructions, you can be sure that your technicians are solving problems more efficiently, which in turn, keeps your customers happy.





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Dynamics 365 for Project Service Automation

Service organisations depend on effective teamwork and collaboration to complete successful projects. When different teams work together as a cohesive unit, a project benefits from a clearer focus, and faster results.

Microsoft Dynamics 365 for Project Service Automation provides project-based businesses with a single system of customer engagement for sales, resourcing, delivery and billing. From creating and planning projects to scheduling resources directly into a project plan - your staff will have all the tools they need to enhance your company's project management capabilities.

With Microsoft Dynamics 365 for Project Service Automation your sales and delivery teams can seamlessly transition projects through each phase – from the initial prospect inquiry, to the closed sale, to project kick-off, through to project completion.

Plus, with all teams having an insight into each client and each project, you can ensure that you're delivering projects on time and on budget, whilst also creating profitable relationships.





Dynamics 365 for Marketing

Creating a seamless customer experience starts with the right marketing tools. And Dynamics 365 for Marketing provides them in abundance.

With Dynamics 365 for Marketing you get a complete, unified view of your customers across sales and marketing, providing you with a new understanding of their journey and engagement with your brand.

With this level of insight, your staff can take a more proactive approach to sales and marketing by anticipating your customers' needs and wants, and then devising personalised campaigns across all touchpoints to meet their demands.

Plus, with advanced marketing functionality, your marketers can easily create emails, web forms, surveys and nurture campaigns, along with automated campaigns with a variety of triggers, timers and actions.

Do more with Dynamics 365



Microsoft 365

Increase productivity

As Microsoft Office 365 integrates with Dynamics 365, you can unlock the functionality of your Microsoft suite to reach new levels of efficiencies and to make your teams even more productive.



Power BI

Be in the know

Power BI connects to any Dynamics 365 application providing you with a 360-degree view of your business and turning data and insight into simplified reports and dashboards.



Power Automate

Automate

Turn repetitive tasks into multistep workflows. create automated workflows between your favourite applications with easy drag and drop functionality.



Power Apps

Develop

Transform your business by creating custom business apps with Microsoft Power Apps. Connect data from the cloud and make your own app—no coding required.



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Why m-hance?

We're with you all the way.

From the very first meeting, where we get to know your organisation's objectives, to the ongoing support that helps you achieve them, we'll be with you, like an extension of your own team.

We are Microsoft Gold Partner for ERP and Cloud CRM, and that means we have a strong partnership with Microsoft, and the benefits of that relationship are passed straight on to you.

We have worked with many customers from many industries over the years. That means we understand your unique business challenges, and we'll work with you to overcome them.

It's a partnership. And it all starts with a chat.



Get in touch...

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