

Harnessing the power of SYSPRO with Dynamics 365 for CRM

Bringing customers closer



As one of the largest SYSPRO resellers in the world, and one of the leading Dynamics 365 partners, K3 has developed a scalable and functional integration between Dynamics 365 for CRM and SYSPRO ERP, harnessing the power of both systems.

The integration provides an out of the box integrated solution for both SME and enterprise businesses.

"K3 worked with us really well to ensure a quick and successful implementation of SYSPRO and integration with CRM and QlikView. We wanted the entire system up and running in the space of just four months, which was always an ambitious target.

We are delighted the project was delivered on time and on the day of go live, just one person from K3 was needed on site to assist our IT team who were able to manage much of the process."

Paul Smith, IT Manager, Innovative Technology

"Originally we only integrated SYSPRO and CRM for our UK offices. The rest of our networks are not quite as advanced as our UK base but now that we have found the right solution to be successful, the pressure is on for our other sites across the globe to integrate SYSPRO and Dynamics 365 for CRM."

Kevin Barker, Business Analyst, Dudson

Enhance your sales teams performance by providing them with the information they need, when they need it

Your sales team can see details of their customers' SYSPRO quotes, orders, invoices, support issues and returns before they visit. They can look at stock levels, promise delivery dates and create quotes based on accurate pricing.

Demonstrate your commitment to the highest levels of customer service

The Integrator enables you to manage service calls in an efficient and professional way. Service engineers can log support calls and link these through to RMA's in SYSPRO, to provide accurate tracking of issues, and clear visibility of each issue's status and owner.

Be a modern, mobile, agile business

Wherever your team works, in the office, on the road, in front of the customer, they have customer information at their fingertips. SYSPRO data is available via CRM in Outlook and on mobile devices, both on and offline.

Make your marketing excel

Run campaigns that tailor your messages to your audiences based upon customers' previous purchases, or exclude those to whom you are currently selling.

SYSPRO Integrator Features

- 1 See the complete customer picture, using Dynamics 365 for CRM's powerful analysis tools, including dashboards that can compare opportunities and orders against targets.
- 2 Drill-through to SYSPRO. Enquiry or maintenance screens can be launched directly from CRM when you have a local SYSPRO client.
- 3 See SYSPRO stock codes, with real-time stock availability, quotes, orders, invoices and RMA's related to each customer, available over the web from anywhere.
- 4 Choose from two quotation methods. SYSPRO quotes for complex pricing and product configuration, or CRM quotes when quotations are created away from the office. When the quote is won, convert to a SYSPRO order with the press of a button.
- 5 Improve your service levels with the customer help, service and support desk functions. On-line management of customer returns via CRM service cases streamlines the support desk operation.
- 6 Create SYSPRO RMA's directly from CRM and analyse returns in CRM to the level of individual products returned, and analyse customer returns history.
- 7 Track serialised product sales against customers for integrated quality control and warranty management.

About K3CRM

Digital technologies and evolving business models, are driving a dramatic shift in how we live and work. Businesses are witnessing new forms of competition, new business models and pressures on existing revenue streams.

K3 CRM is helping companies to navigate this shift and reinvent their business, operations and technology landscape.

Focussing on the business outcomes, we blend deep industry experience with technology expertise to deliver the best outcomes for our clients. Through strong customer and partner engagement, we collaborate closely with our clients to co-

create value, driving cost effectiveness as well as investing in new capabilities, ideas and innovation.

Our clients can depend on us to accelerate innovation by orchestrating capabilities from within K3 as well as our partner community to help transform legacy solutions into new digital age solutions propelling customers and gaining greater market success.

We work with over 80 Microsoft Dynamics CRM customers in the UK, and are expanding our reach worldwide. Our team consists of some of the best Microsoft Dynamics CRM consultants and developers who are

passionate about our customers and the solutions we can deliver. Everyone is driven by the same desire to create a lasting partnership with our customers and keeping them informed and educated in order to continue maximising their investment in their CRM systems.

If you want to become more agile; if you want to harness social networks to broaden your customer service channels and become more responsive; if you want to make more of automated e-marketing; if you want to integrate CRM with your existing ERP solution, K3 CRM can help you.