

MS Dynamics 365 Integration

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K3 Syspro has developed a connector to enable SYSPRO customers to fully utilise the power of Microsoft Dynamics CRM (Customer Relationship Management). Microsoft Dynamics CRM provides a business with a central system to manage all interactions with its customers. The Microsoft certified K3 Dynamics CRM to SYSPRO Connector extends CRM for SYSPRO customers, harnessing the power of both systems to provide a platform for sales and service excellence.

The product provides SYSPRO users with a quick and easy to deploy integration to Microsoft's flagship CRM application. Providing real-time integration and drill through capabilities which extend the possibilities for SYSPRO into new business areas.

Integrating best of breed CRM to drive quality, efficiency and growth.

The Benefits of MS Dynamics 365 Integration

- Enhance your sales team's performance over the phone and face to face with your customers. Provide them with the information they need, when they need it, whether online or offline, on a laptop or mobile device. From anywhere, salespeople can see details of their customers' SYSPRO quotes, orders, invoices and returns (RMA's)
- Improve the success of your marketing campaigns. Using SYSPRO data, you can better target your marketing campaigns. For example, you can run campaigns based on customers' previous purchases, or exclude customers you are currently selling to. Having this data inside the CRM system allows improved segmentation for campaigns and helps you to work smarter
- Deliver customer satisfaction in service and support. Each time you deal with a customer you have an opportunity to prove your commitment to the highest levels of customer service. Microsoft Dynamics CRM and K3's connector to SYSPRO ERP help you to manage service and support calls in a more efficient and professional way. Service engineer 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

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MS Dynamics 365 Integration Features

- Enterprise-wide view - One CRM system can integrate with multiple SYSPRO companies, to provide a consolidated pipeline.
- Mobile access to CRM and SYSPRO data empower sales with mobile tools they want to use
- Complete customer picture – Use Microsoft CRM's powerful analysis tools, including dash boards, to show opportunities and orders against targets
- Drill-through to SYSPRO - Enquiry/maintenance screens can be launched directly from CRM when you have a local SYSPRO client.
- No duplication - Two-way integration of account and address details
- Complete customer service - Visibility of SYSPRO stock codes, with real-time stock availability, quotes, orders, invoices and RMA's related to each customer, available over the web from anywhere
- Choice of 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.
- Customer help, service and support desk function - On-line management of customer returns via CRM service cases streamlines the support desk operation.
- Create SYSPRO RMAs directly from the CRM case
- View and analyse returns in CRM to the level of individual products returned, and analyse customer returns history.
- Tracking of serialised product sales against customers for integrated quality control and warranty management