Rackspace Application Services for Microsoft Dynamics 365 Sales, Services and Marketing

Go beyond sales force automation to better understand customer needs, engage more effectively and win more deals.

Microsoft® Dynamics 365 is the next generation of intelligent business applications, helping organizations engage customers, empower employees, optimize operations and find new ways to provide value to their customers.

Unify your business – from data to people to processes – with modern, intelligent business applications that adapt to your changing needs.

Experts Dedicated to Your Success

As a leader in supporting Microsoft solutions and the deployment and management of ERP and CRM solutions, Rackspace can provide you with expert service and support for Microsoft Dynamics 365. Count on a team of cloud and solution experts to help you maximize the benefits of this powerful business application.

Key Benefits

With Microsoft Dynamics 365 sales, marketing and service applications, you can empower your employees to sell smarter, increase customer experience and boost productivity with seamless tools.

Boost productivity with seamlessly connected tools: By sharing customer information and documentation directly from Microsoft Teams, employees can collaborate across functions and geography. They can also accelerate business processes by automating routine tasks and embedding familiar tools, such as Outlook®, Teams, Excel® and Word.

Unified 360-degree customer view: Enable personal customer experience with unified information across the Dynamics 365 sales, marketing and service applications. Visibility into the full customer experience, across the platform, empowers sellers and employees to enhance the customer experience across the entire customer journey.

Empower employees with guided processes and AI: Use insight capabilities to generate lead scoring and focus on the right customers. Enable employees to be proactive with AI-enabled experiences and insights.

Increase customer experience: With omni-channel engagement and AI capabilities, customers can engage across multiple touchpoints while preserving context and increasing customer response time. Use multi-channel marketing campaigns and align sales and marketing to personalize buyer experiences.

Expandable and scalable platform: Dynamics 365 applications offer core capabilities for sales, marketing and service business processes. Additionally, capabilities can be expanded with Insights capabilities and through the Power Platform. Add Insights capabilities to gain more actionable insights or user Power BI to build a dashboard for key business indicators. Expand integration capabilities with Power Apps and automate business processes using Power Automate.

About Rackspace

Rackspace is your trusted partner across cloud, applications, security, data and infrastructure.

- A leader in the 2020 Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide
- 3,000+ cloud experts
- Hosting provider for more than half of the Fortune 100
- 20+ years of hosting experience
- Customers in 150+ countries
- Five-Time Microsoft Hosting Partner of the Year

Fanatical Experience™

Experts on your side, doing what it takes to get the job done right. From first consultation to daily operations, Rackspace combines the power of always-on service with best-in-class tools and automation to deliver technology when and how you need it.

Professional Services for Dynamics 365

Rackspace has developed partnerships to deliver professional services aimed at helping customers configure their Dynamics 365 customer relationship management solution based on their business requirements in a manageable and efficient way.

Rackspace will help advise you on your solution options based on requirements gathered. The solution will then be designed and reviewed with you, after which an environment will be built, configured and tested. Post-production, Rackspace can continue to offer services to support and optimize your Dynamics 365 environment.

Advise
Gather requirements
Advise on solution

Design
Design the solution
Customer solution review

Build

Configuration and testing
The configuration can include one or multiple applications as well as Microsoft 365 integrations with tools such as Outlook.

Training and end-user testing
After configuration, users will be trained and have an opportunity to test the configuration.

Production conversion
Once testing is complete, support will be provided for the conversion from the test environment to the production environment.

Optimize
Optimize the environment
Enhance Dynamics 365 solution

Core Capabilities

Dynamics 365 customer relationship management applications include Sales, Customer Service, Field Service, Project Service Automation and Marketing. These applications are built on the Common Data Model, meaning not only will you find a unified experience, but also shared data across applications.

Sales	Lead and opportunity management	Sales forecasting	Product and pricing management	Goal and playbook management
Customer service	Case and knowledge management	Entitlements, SLAs and escalations	Omni-channel engagement	Business processes
Field service	Demand management	Work planning and schedule optimization	Work order management	Technician enablement
Project service automation	Project planning	Resource management	Time and expense management	Customer billing
Marketing	Multi-channel campaigns	Campaign designer and lead prioritization	Dynamics sedmentation and lead scoring	Event management

Take the Next Step

Let's talk about how Rackspace Application Services for Dynamics 365 helps you achieve your customer engagement goals.

Learn more: **www.rackspace.com/microsoft/dynamics-365**
Call: **1-800-961-2888**

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