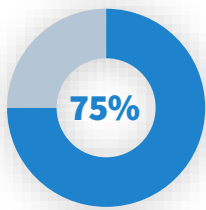




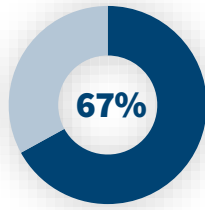
Accelerate the ROI of your Dynamics 365 CRM and ERP investments with powerful employee skilling services



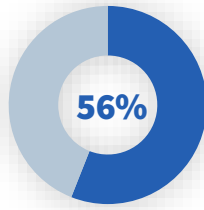
Of the companies who survived and innovated through the pandemic



said they had the ability to fill tech jobs



said they were more technologically advanced than their peers



said they were first to experiment with new technologies

These qualities will continue to define successful businesses long after the pandemic ends. Empower your enterprise and end users to remain transformative and inventive with technologies, like Dynamics 365, through customized, continuous employee training services.

Vitalyst's Digital Adoption Solution for Dynamics 365 includes these services:

D365 Adoption Program Design

Our Change Enablement experts work with customers from project onset to develop and deliver a comprehensive training and communication plan, ensuring end users experience a seamless transition to Dynamics, ultimately maximizing ROI and business outcomes.

Custom Curriculums For Dynamics

Custom training content built in multiple formats, including live and virtual instructor-led training, e-learning, and self-help. Vitalyst can also offer technical training to securely move customers to the cloud via Azure or for Dynamics analytics integration.

Continuous Learning Solutions

Users can access a variety of Dynamics 365 learning options, like guides, videos, live instructor led webinars, and live, on-demand support, and software coaching sessions through our Adaptive Learning Platform and Learn Now app for powerful training on their schedule.

Tailored Training For Key Business Groups

End-users receive expert level support from US-based, on-demand advisors. They are available 24x7 for all how-to calls regarding the use of Dynamics 365 as customized to their environment.

From change enablement to end-user empowerment

SUPPORTED D365 SOLUTIONS

CRM



Customer service



Sales



Field service

ERP



Finance



Supply chain



VITAS[®] Healthcare

Customer:

VITAS Healthcare

Industry:

Health Provider

Size:

1,000-9,999 employees

Country:

United States

Products and services:

Microsoft 365

Microsoft Teams

Microsoft Dynamics 365

Microsoft Dynamics 365 Sales

**LET VITALYST BE THE
INSURANCE POLICY ON
YOUR DYNAMICS 365
JOURNEY.**

Contact us to learn more
about our solution.
vitalyst.com/dynamics365

VITALYST[®]
An Alithya[®] Company

Situation

Hospice care provider VITAS Healthcare's goal was to centralize siloed systems and increase data visibility. Vitas wanted to use Dynamics 365, Power Platform, and Teams to create a customer engagement platform to help its representatives have relevant, effective conversations and build more connected, collaborative approaches to end-of-life care.



Microsoft

[Read the full Microsoft story here](#)

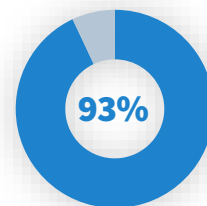
Solution

- > Vitalyst created a Dynamics Digital Adoption Solution for Vitas, housed in a central repository containing access to live, instructor-led training, a tailored end user guide for Microsoft Teams and bespoke courseware.
- > During the project, users were supported with a variety of learning services to reduce the learning curve and remain productive:
- > Courseware created for Vitas' specific CRM instance, reinforcing desired processes and outcomes
- > Live, 24x7 on-demand user support through chat or phone
- > User Communications

Results

To date, Vitalyst and Vitas have achieved these results:

- > **93% Monthly active usage** of Dynamics 365 product 12 Months post project among target users
- > A successful pilot and validation for broader implementation of the modern CRM for its sales team
- > Successfully created a library of custom content to onboard new employees and reinforce key business processes



active usage