

Accelerate your digital adoption of Dynamics 365 with Vitalyst



Dynamics 365 enables your company to achieve digital transformation through deeper business insights, by empowering employees and improving customer experiences. Don't let your organization's D365 deployment suffer due to insufficient user enablement planning and overwhelmed end-users and IT Help Desk resources.

User adoption becomes even more important with D365 due to its customized, complex nature and criticality to key business processes. ***Vitalyst guides customers through the entire end-user enablement process—from change management to end-user empowerment.***

Service offerings



D365 adoption program design

PROSCI™ Certified content designers work with the customer and project team(s) from project onset to understand business objectives, business processes and workflows of the D365 tools.



D365 custom training content

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.



D365 video library

The "Hub" of the solution is comprehensive library of over 1,700 Dynamics 365 solutions across all Dynamics 365 Solutions. Leveraging the video content, customers can develop and assign custom learning paths based on personas and workshop findings.



1-to-1 software coaching for D365 users

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.

Partnering together to drive digital transformation at a financial institution

We worked with a Fortune 500 company who had an organizational vision to move from a call center to an engagement center to deliver the highest level of customer service. So, they embarked on a digital transformation to replace their existing CRM platform, which lacked the ability to support modern workflows. The financial institution also wanted to ensure the journey would have minimal impact to the end-user community and no disruption in customer engagement.



Their goals were clear:

- > Create a solution that would positively impact multiple lines of business and bring together many internal record sources
- > Implement technology that allowed for streamlined workflows and processes into one integrated system
- > Improve service efficiency, shorten resolution times and improve competitive advantage for superior customer service
- > Ensure end-users adopt and understand the benefits of the CRM platform to deliver the best customer service

The solution

Together, Microsoft and Vitalyst provided a CRM option that would reduce risk, ensure compliance of business policies, and make integration less challenging. We designed, implemented and delivered an end-user transformation strategy by developing an implementing a holistic training program comprised of instructor-led training, e-learning, and self-help resources.

The results

This comprehensive solution led the financial institution to achieve:

- > Organizational readiness and change management success
- > Faster onboarding time for new hires
- > Excitement and adoption of new technology among the pilot user group filtering into the broader end-user community slated for migration
- > Improved customer service delivery that resulted in:



An increased number of calls for customer support answered within company's SLA



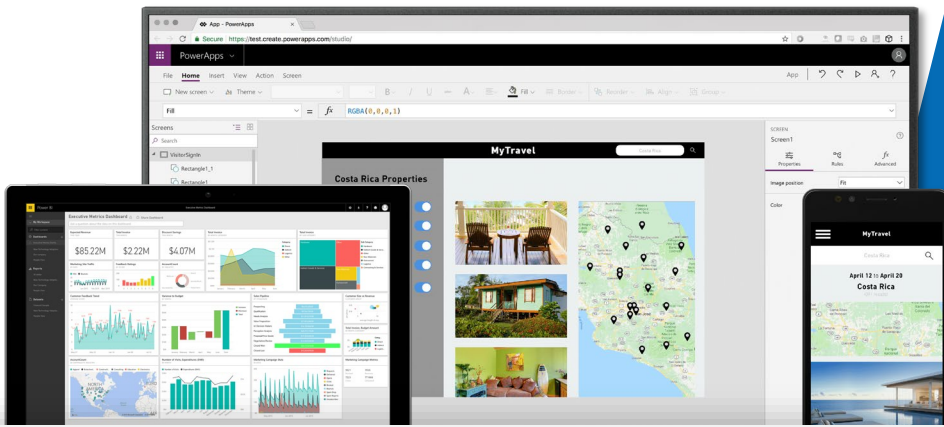
A reduction in time taken to create and process a customer case



A reduction in steps needed to perform tasks within the system



A reduction in time needed to answer a support request



*From change
enablement
to end-user
empowerment*

Supported D365 solutions

CRM



Customer service



Sales



Field service

ERP



Finance



Supply chain

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

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



U.S. Microsoft Partner Award Winner
Modern Work & Security

2021 Apps & Solutions for Teams

2021 Employee Experience

VITALYST[®]