

Fact Sheet d.velop connect
for Microsoft Dynamics 365

Simply integrated into customer engagement

Simple, sensible and transparent

Without the right support tools, it can be very difficult to find all the information that a company knows about a customer. Bring time-consuming searches to an end with d.velop connect for Microsoft Dynamics 365. This d.velop solution lets you display your documents in a useful and transparent way in Microsoft Dynamics 365 Customer Engagement.

Researching and accessing documents

No matter which d.velop Enterprise Content Management system you work with – d.3ecm oder ecspan – d.velop connect for Microsoft Dynamics 365 lets you view your archived data within its actual context directly from Microsoft Dynamics 365 Customer Engagement. Of course, it also lets you access this data – regardless of the source system used to enter the documents in ECM. The customer form, for instance, lets you view all the invoices, quotations, delivery notes and contracts you have for a customer.

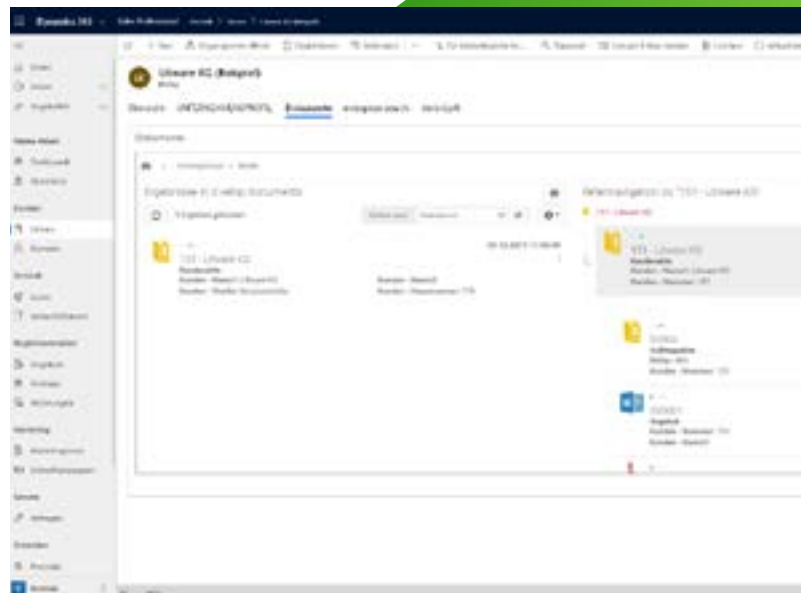
Archiving documents

Naturally, as well as context-based visualization of archived documents, the d.velop add-on also lets you archive documents through Microsoft Dynamics 365 Customer Engagement.

Existing attributes are automatically determined from the CRM context, meaning that the task of maintaining data is much less arduous for your staff.

Designing processes

One challenge that plays a major role in today's corporate environment is the integration of software solutions into existing or new business processes. For instance, the automated transfer of your CRM documents to your ECM system opens up many opportunities for designing digital processes and initiating workflows in a simple way.



Context-sensitive integration of the right dossier; for instance, a comprehensive customer dossier containing all the important documents, including quotations, written correspondence and invoices.

Increasing user satisfaction

Simplify digital archiving for business documents with the d.velop add-on, for efficient information management throughout your business!

Benefits

- ✓ Context-based visualization of archived documents
- ✓ Automatic and/or manual document archiving through Microsoft Dynamics 365 Customer Engagement
- ✓ Easy to operate with minimal training costs
- ✓ Authorization concept for the ECM systems applies
- ✓ Relieves the burden on the CRM database by relocating documents to ECM
- ✓ Integrates flexibly into all CE entities

Designing digital business processes

Accelerate business transactions





About d.velop AG

d.velop AG, founded in 1992 and based in Gescher, Germany, develops and markets software for the complete digitization of business processes and industry-specific procedures and provides companies with consulting on every aspect of digitization. By adding mobile apps as well as standardized and custom SaaS solutions to its established ECM portfolio of services relating to document management, archiving and workflows, the software manufacturer has also expanded to offer managed services. These services include sophisticated compliance management to provide legal certainty and ensure compliance with all statutory regulations.

d.velop provides digital services that connect people with one another and simplify and redefine workflows and cases. As a result, the ECM specialist helps companies and organizations to utilize their full potential.

A strong global network of around 300 specialized partners ensures that d.velop Enterprise Content Services are available worldwide.

d.velop products—whether on premises, in the cloud or in a hybrid form—are now used by more than 10,000 customers across multiple industries with over 2.4 million users; these customers include Tupperware Germany, eis-mann Tiefkühl-Heimservice GmbH, Parker Hannifin GmbH, Nobilia, Schmitz Cargobull, FingerHaus GmbH, the city of Wuppertal, Basler Versicherungen, DZ Bank AG, Saarland University Medical Center and Greifswald University Hospital.

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