

relationship

Are your Constituents Fully Engaged?

Maintaining your people network is critical to your success.

You need to be consistent and informed, and your follow-up must be impeccable. Phone, email or social media, you must communicate using a wide variety of tools, and you need to track those interactions to ensure continuity. Your team needs to broaden its audience with good collaboration software. You need ready access to reliable information from anywhere at any time. All your tools must be easy to use and fully integrated.

With Microsoft Dynamics CRM, you can:

- Manage information about your partners, business associates, and stakeholders
- Unify all your corporate contacts and all your key interactions
- Manage issues, information requests, and outreach programs
- Track all your communications: e-mails, phone calls, and letters
- Organize meetings, events, and communication campaigns
- Structure your business process with workflows, checkpoints, and performance metrics
- Integrate your CRM with Outlook and SharePoint
- Report your critical performance indicators and Business Intelligence

microworks can help you manage your customer, stakeholder, and partner interactions.

Since 1983, we have been providing solutions to collect, manage, and leverage corporation knowledge. We are a Microsoft Gold Partner, and we have extensive experience with Microsoft Dynamics CRM and Microsoft SharePoint.

microworks™

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Keys to a successful project

- 1 Get executive support.
- 2 Analyze your requirements and optimize your business processes.
- 3 Create a skilled project team, and clearly define their responsibilities.
- 4 Establish a project framework that includes:
 - managed scope, phases, budget and timeline
 - defined and measurable deliverables and success criteria
 - client approvals throughout the project
 - quality control and testing
 - risk management
 - contingency plans
 - communications with stakeholders throughout the project
 - training and user support

Learn more about Microsoft Dynamics CRM. **Talk to us today.**