

Microsoft Dynamics CRM

Hosted (software-as-a-service) solution

Hosted Microsoft CRM: the easiest, quickest and most convenient way of deploying Microsoft Dynamics CRM in your organisation

Microsoft Dynamics CRM 4.0

Microsoft's flagship CRM solution, Microsoft Dynamics CRM 4.0, is one of the fastest growing mid-market CRM solutions. As well as on-premise and Easy-Start options for Microsoft Dynamics CRM, independent CRM specialist and Microsoft Gold Certified Partner Concentrix also offers businesses the convenience and flexibility of a hosted version of the product.

What Is Hosted Microsoft Dynamics CRM?

Hosted Microsoft Dynamics CRM ('hosted' is sometimes referred to as 'software as a service' or 'saas') is simply the software available online. This means you don't have to download or install Microsoft Dynamics CRM, and you need less hardware (there's no need for your own server) because it's stored and run from somebody else's system. To access the software, you just contact Concentrix, we'll set it up for you so you can access it via the internet in a matter of minutes.

Why Choose a Hosted Solution?

Whether the hosted version of Microsoft Dynamics CRM is right for you depends on your business and requirements, and to a large extent personal preference. It is particularly popular with smaller

companies with limited internal IT infrastructure, although many larger organisations use it as well. There are minimal set-up costs, it can help minimise overheads and the system is easy to maintain.

Using Hosted Microsoft Dynamics CRM for Marketing

It doesn't matter whether your marketing campaigns consist of the occasional direct mail shot, or include highly complex marketing communications mixes: hosted Microsoft Dynamics CRM means you can start improving your marketing effectiveness, efficiency and campaign tracking almost straight away.

Professional Marketing Tools

Whatever the size of your marketing budget or the complexity of your marketing campaigns, Concentrix hosted Microsoft Dynamics CRM gives you fast access to high-quality, professional marketing tools and functions. These will help you keep data clean and reliable, help you segment prospects and customers, manage your marketing campaigns, keep track of leads and responses and provide you with in-depth analysis of marketing performance, including costs.



- » Full access to Microsoft Dynamics CRM 4
- » Quick and easy set up
- » Easy maintenance
- » Hosted SaaS accessed through a standard web browser, Microsoft Outlook or mobile device
- » Ideal for smaller companies with limited internal IT infrastructure
- » Includes a single user licence for Microsoft Dynamics CRM 4
- » Additional storage options in 1GB, 5GB or 10GB packages
- » Training and installation packages available

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Helping Your Sales

The Concentrix hosted Microsoft Dynamics CRM solution will help your business employ consistent, best practices in your sales team and improve sales productivity.

Sales Staff Work More Efficiently

With tools to help your sales team better manage accounts, leads, planning, forecasting and sales analysis, hosted Microsoft Dynamics CRM will help your staff work more efficiently and spend more time selling. What's more, because users will already be familiar with other Microsoft products, even the most reluctant sales staff will need little encouragement to start using the system.

Hosted CRM and Customer Service

Hosted Microsoft Dynamics CRM means you can quickly gain access to the power of the software's outstanding customer service functions. It gives your customer-facing staff tools to deliver consistent and efficient service, enhancing customer loyalty and profitability.

Long-term Business Profitability

Concentrix hosted Microsoft Dynamics CRM delivers customer information, case management, service history and support knowledge directly to the desktops of your customer service staff. You'll be able to respond faster to customer service issues and to anticipate, address and deliver consistent, efficient customer care that contributes to long-term business profitability.

Easy Transfer to On-Premise

A key advantage of on-premise CRM solutions are that they help install a 'CRM culture' within a business. This culture soon becomes an intrinsic part of day to day operations. So, if in the longer-term you decide to move up to an on-premise solution, it's a simple step up, both culturally and technically.

Business Continuity

The Concentrix hosted Microsoft Dynamics CRM platform is located in a custom-built, state-of-the-art hosting centre.

The hosting location includes a variety of features and techniques to ensure Microsoft Dynamics CRM is always available to you, such as redundant power and multiple links to the Internet.

Security

All customer data stored on the Microsoft Dynamics CRM Software as a Service (SaaS) platform used by Concentrix is secured using the latest encryption technology and kept fully isolated from other users.

Free Trial of Hosted Microsoft Dynamics CRM!

There's no better way to find out if the software is right for you than to try it. So, to try our hosted version of Microsoft Dynamics CRM, please get in touch - Concentrix will quickly set you up for a free, unrestricted, 14-day trial of the software.



Compatible Devices

The hosted Microsoft Dynamics CRM 4 service is compatible with the following hardware, operating systems and software:

- » Microsoft Outlook 2003 and 2007
- » Windows XP or Vista (using Office 2003 or Office 2007)
- » Apple Macs (using a Microsoft Web Browser for Apple Mac)
- » Windows Mobile
- » Internet Explorer Web Browser (version 6 or 7)
- » Microsoft Word Excel and PowerPoint (2003 and 2007 versions)

Additional Services

Concentrix also has a hosted Microsoft Exchange service, so you can have your email easily set up and fully integrated with CRM within a single hosted solution.

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