Intelligent Customer Experience in a Day

Today's customers expect brands to not treat them as a data point but rather know them, understand their needs and personalize the approach irrespective of where they are engaging with them. At the same time, organizations are finding it difficult to implement more personalized experiences due to siloed technologies.



As per a recent survey by PwC, only 13% companies reported having a high maturity around making the most of their customer data.

Microsoft has brought together the combined power of **Dynamics 365 Customer Insights and Azure Synapse** Analytics to enable companies to unify customer data across all sources, gain a 360-degree view of customers, and unlock ML-driven insights to power personalized and memorable cross-channel experiences.



Ingest any data source



Data unification



Data enrichment



360-degree customer view



Identity resolution



Segmentation



Al and insights



Intelligent customer lifecycle

Take the first step to harmonizing your customer experience

Learn how you can leverage the joint value of these two solutions and get the roadmap to get started with your unique use case.

Our delivery process

Brief

Provide an overview

of Dynamics 365

of the joint capabilities

Customer Insights and

Azure Synapse Analytics.



Understand



Review the client's environment and define business challenges and



Demonstrate



(Duration: 1 Day

(\$) Cost: \$5,000



- opportunities.
- Walk through an end-toend example of how to use the joint solution together for a sample use case.
- · Identify your use case and build out a highlevel (epic/feature) backlog to execute.
- Provide a sample architecture diagram for the identified use case.

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18 Microsoft Gold Certifications



17 Years on Partner Advisory Council 18 Years in Microsoft Inner Circle

Microsoft

ADVANCED SPECIALIZATION

Analytics on Microsoft Azure; Windows & SQL Server Migration to Azure; Hybrid Cloud Security Microsoft 47 times Microsoft Partner of the Year



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