

Developing in Dynamics: Unlock the Power of CRM2013

November, 2014

Who We Are

"The Microsoft Consulting Company"

- Microsoft National Solutions Provider (NSP)
- 100% Microsoft focused
- We provide:
 - Cloud Services
 - Infrastructure
 - Business Intelligence
 - Managed Services
 - User Centered Design
 - Web Solutions
 - Custom Applications
 - Mobile Solutions



90% of our employees maintain at least one Microsoft professional certification

Microsoft Competencies

With 17 competencies to date, Catapult Systems ranks in the **top 0.10%** of Microsoft partners globally.

GOLD COMPETENCIES

- Application Development
- Business Intelligence
- Collaboration and Content
- Communications
- Customer Relationship Management
- Devices and Deployment
- Hosting
- Management and Virtualization
- Messaging
- Midmarket Solution Provider
- Mobility
- OEM
- Small Business

SILVER COMPETENCIES

- Application Integration
- Data Platform
- Identity and Access
- Server Platform

A Few Announcements to Start

- Continue the Conversation on Twitter using @CatapultSystems & #CRM
- Ask Questions Using the Chat Area
- Link to the Recording & Presentation Slides will be emailed tomorrow
- Your Presenter is Matt Panzano, Practice Manager – Dynamics CRM





Deliver amazing customer experiences

Matthew Panzano

Practice Manager – Dynamics CRM

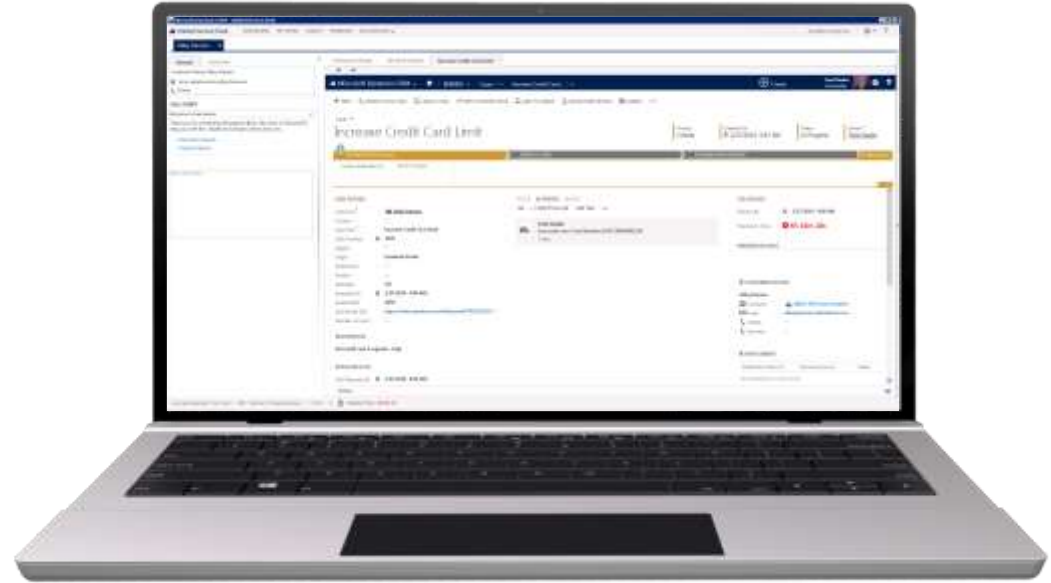
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Dynamics CRM 2013 - Platform

- Does your system have the ability to identify your highest value clients?
 - How effective are your efforts to cross-sell and up-sell products to existing customers?
- Do you have standard processes for sell and support your customers?
- Have you do Measure ROI on your current Customer systems?
 - Sales
 - Marketing
 - Customer Care

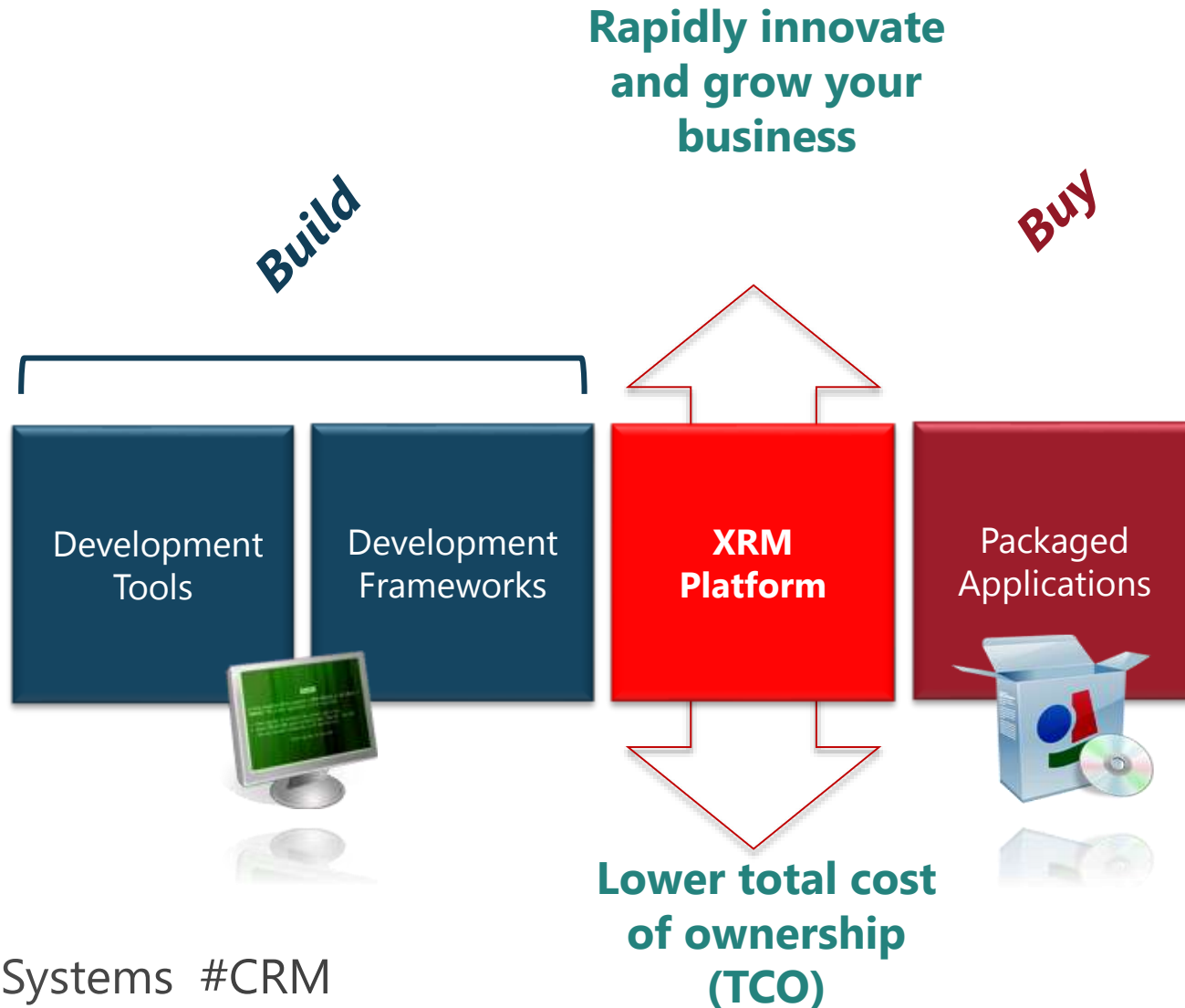


Social service

- Listen and analyze interactions at scale on social channels.
- Create cases to engage on key social interactions.
- Use social data, including sentiment to trigger workflow rules and handle special situations differently.

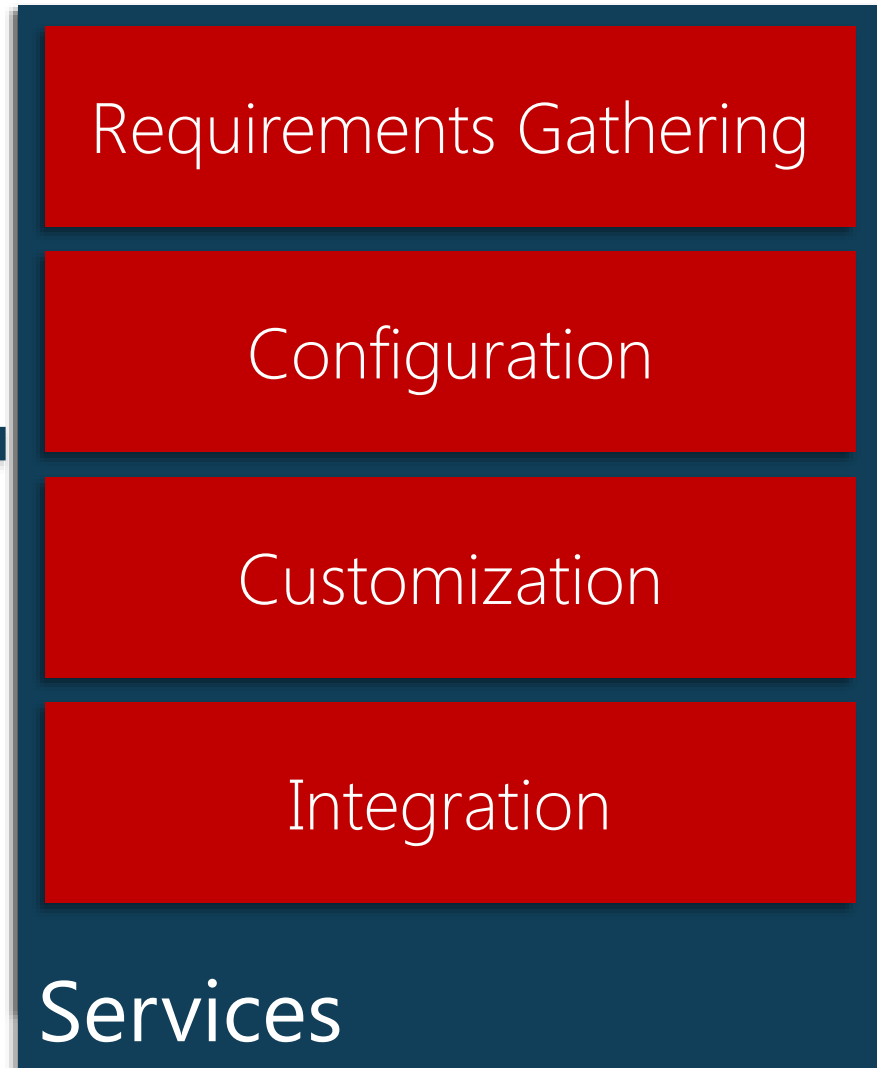


Bridging the Gap

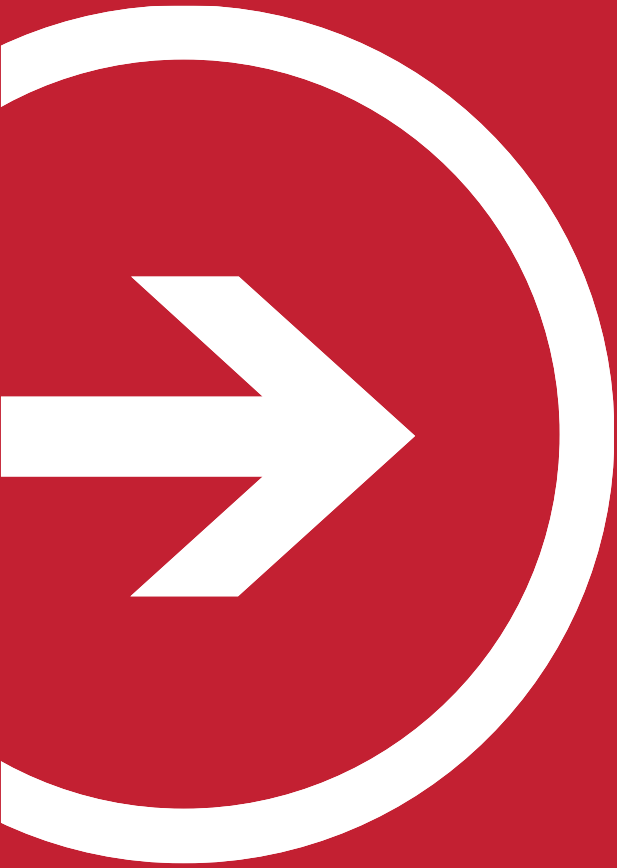


Tweet @CatapultSystems #CRM

Creating xRM Solutions



Solutions



Questions?

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t: @CatapultSystems #CRM

www.CatapultSystems.com