

PragmatiQ Solutions specialise in supporting businesses to manage their customer relationships, streamline operations and gain insights from their data, through the technology we implement.

The solutions we offer vary dependent on industry, but primarily centre around CRM (Customer Relationship Management), which utilises our technology to support engagement with your customers. In turn, this helps to improve productivity & drive sales, as well as reducing back office costs and ultimately increasing the bottom line for businesses.

“We use the latest Microsoft technology to streamline your processes, enhance efficiency and deliver fit-for-purpose solutions.”

What We Do – Our Services:



IT and Management Consultancy:

Our consultancy services include IT Advisory, which involves working with you to understand your core processes, requirements and advising on business solutions. Additional offerings also extend to Change Management, where we create processes for active involvement and communication, along with Project Management where we fully manage the lifecycle of the project.



Implementation:

With our implementation methods, we enable your business to be more agile, responsive and productive, to help enrich your organisation in your digital transformation investment. Our proven methodology follows various key phases including steps from Diagnostic-to-Analysis, Design-to-Development and Deployment-to-Operation.



Training:

We offer varied training packages that suit the requirements of your business and more specifically, the needs of your users. Whether they are an advanced or competent user or are in fact using Microsoft Dynamics 365 for the first time, training is essential to realise the full potential of the application and to ensure successful user adoption.



Support:

We are flexible in our support offering which includes both a fixed fee retained option and a more flexible contingent one. For your organisation, it is the deep knowledge of your requirements which is key in delivering a fit-for-purpose support solution, that ensures we can assist in maintaining up-time, mitigating risks and ensuring a positive user experience.

Microsoft Dynamics 365 CRM & Business Management Software:

Microsoft Dynamics 365 is a Customer Relationship and Business Management Software Platform, with multiple customer engagement and back-end applications, which include:

- **Sales** – increase revenue, boost productivity, gain key insights and reduce costs when you automate your sales processes through a highly intuitive interface
- **Marketing** – intuitive and intelligent marketing functionality, providing a platform for email marketing, social discovery and campaign automation. Break down the silos between sales and marketing with well-connected tools, to give insights into all customer engagement
- **Customer Service** – give your agents the tools, guidance and data they need to resolve issues. Deliver a personalised and consistent service that your customers expect, across their preferred device and channel
- **Project Service Automation** – an end-to-end service that provides a single system of engagement, bringing people, processes and technology together. Empowering teams to complete projects on time and on budget
- **Field Service** – organise people and equipment with flexible scheduling, to manage serviceable products across customers and locations. Field Service equips technicians with native mobile applications, to support and optimise their daily tasks
- **Financials & Supply Chain** – connect data across purchasing, sales and accounting so you have a 360 degree view of your financials. Increase visibility across the supply chain and gain greater control over purchasing processes
- **Operations** – automatically pull systems and processes together to support forecasting, production planning & capacity, manufacturing and warehouse management

Why Microsoft Dynamics 365?

Microsoft Dynamics 365 has hit the sweet spot of connected applications to support many businesses with improving their customer experience. Sales, Marketing and Customer Service was the foundation of this, but an introduction of the Field Service and Project Service Automation applications, have further strengthened the platform, whilst Business Central is designed for organisations looking for an all-in-one cloud-based business management solution, that's easy to use and adaptable.

This has enabled businesses to run with processes that are not specific to one application, but can now run across several, providing a seamless user experience from any location and on any device.

Why work with PragmatiQ Solutions?

We support companies at every stage of growth, to develop custom solutions which allow collaboration across all levels of the business to drive success and exceed objectives.

We are a Microsoft Dynamics 365 Partner

We work with you to understand your industry and specific needs

We have a balance of both commercial and technical expertise

We focus on user adoption and engagement

We help align your key business objectives

We help companies nurture their customer relationships

We provide practical advice, services and support

Always
Moving Forward

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