Microsoft Dynamics CRM

Benefits

- **Provide "one-stop service" to citizens.** Whether information or service requests are made by phone, by e-mail, or in person, contact center staff members can easily access integrated, organization-wide information and route requests to appropriate departments. Citizens have one point of contact and the system generates alerts and an audit trail to help increase responsiveness.

- **Recruit new businesses to your community.** Develop and effectively manage economic development communications and interactions using business recruiting management and community expansion tools.

- **Manage service delivery.** Repair crew members who are typically on the go can use their mobile device or laptop to access case management tools, including alerts, up-to-date citizen and business information, calendar management, and map capabilities.

- **Manage funds and grant requests.** Automated grant request, management, and tracking systems help ensure the funds you grant or receive are used to benefit the community.

- **Achieve a low total cost of ownership.** Implement a system that is easy to learn and use, helping ensure all employees can benefit from tools that can enhance productivity. Streamlined installation processes and enhanced diagnostic and troubleshooting tools help to reduce setup time. In addition, Microsoft Dynamics CRM can integrate with your existing systems, helping you make the most of your IT investments.

The private sector has revolutionized customer service during the last five years. People now have access to broad customer service capabilities when and how they want, including self-service Web sites, Web chat sessions, and around-the-clock contact centers. These improvements in the private sector have raised the expectations of individuals and organizations as they interact with the government.

Citizens and businesses expect more seamless, personalized, and convenient self-service options for interacting with government organizations across channels they choose, at times they choose. Government organizations of all sizes can deliver higher levels of prompt, "citizen-centric" service by using the same tools and technologies widely adopted within the commercial sector.
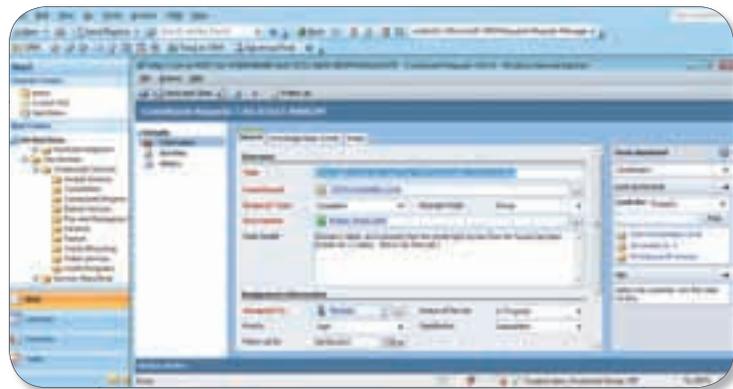
Microsoft Dynamics™ CRM works like and with familiar Microsoft® productivity tools, such as Microsoft Office Outlook® and Windows Mobile®, making it easy for people to learn and use. Workflow capabilities provide alerts that help call center and maintenance crews respond quickly to citizen and community needs.

Choose a solution that works like people do. Microsoft Dynamics CRM provides a flexible platform that can empower government organizations to mold the application to meet unique requirements, streamline processes, and help improve service delivery across all departments and functional areas. With Microsoft Dynamics CRM, employees are equipped with tools designed to help them deliver high-quality, citizen-centric services and attract new businesses and opportunities to your community.

Microsoft Dynamics CRM

FEATURES	BENEFITS
Constituent Interaction Management	Citizens and business owners want to interact with one person who can view all their information and enable fast responses to requests. Contact center employees have quick access to the information and tools they need to address constituent inquiries that come by phone, e-mail, or in person. Requests can easily be routed to the appropriate departments and flagged for follow-up alerts.
Citizen Case Management	Increase efficiency with a citizen case management system that allows employees to easily route case assignments, schedule follow-up appointments, and trigger automatic alerts that help ensure prompt service delivery. Using Microsoft Dynamics CRM mobile capabilities, maintenance employees can access constituent and case information and report on case completion using mobile devices or laptops.
Field Inspection	Enable field services employees to track application, licensing, building and use permits, and past inspection reports. By integrating with Microsoft Virtual Earth™, your repair crews, inspectors, and case workers can easily find citizens and businesses using dynamic maps and step-by-step driving directions.
Community Communication Management	Automated tools help simplify and streamline key tasks. Employees can develop and distribute targeted communications about upcoming events, new services, and changing policies, as well as efficiently manage phone, e-mail, or in-person communications. Provide security-enhanced, self-service portals to citizens, business owners, agencies, and vendors, allowing them to access information and submit requests.
Grant Management	Use automated grant management processes to track requests, identify available funds, review and approve spending, and track progress. Effectively manage and report on projects funded by multiple grants. Help enable accountability and compliance with legislative requirements.
Economic Development	Fuel outreach and recruitment efforts by managing a pipeline of new or expanding businesses and employment opportunities. View progress and outstanding follow-up actions using centralized economic development dashboards.
Comprehensive Business Intelligence	Responding quickly to changing constituent needs and government legislation is important to your success. Quickly analyze critical trends to help increase the efficiency of resource planning and allocation activities. Share real-time information using familiar Microsoft tools. For example, you can provide convenient, centralized access to policies, standard and emergency procedures, permits, licenses, contracts, approved vendors, and much more by integrating Microsoft Dynamics CRM with Microsoft Office SharePoint ® Server.
Human Resources and Operations Management	Help attract and retain skilled staff by giving them a solution that's easy to learn and use. In addition, the dashboard, portal, and communication capabilities make it easy to manage internal help desk and human resources services; track employee training and skill development; and keep people informed about policy changes, events, and more.

For more information about Microsoft Dynamics CRM, visit www.nexdimension.net

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