

CRM SOLUTIONS

**CRM HOSTING SERVICES
FOR MICROSOFT DYNAMICS**

There's no business like CRM business.

A personal relationship is often defined with a handshake or an agreeing eye contact. In a business relationship, the handshake is the sale, and the meeting of eyes is the understanding of each others' manufacturing processes. Make it work, and you are on your way to a great business relationship.

Get a clearer view of your customers

In today's information-driven economy and high pace, most companies are flooded with customer data. The difference between success and failure is the ability to transform that information into knowledge and respond more quickly to changing customer needs and preferences. With efficient CRM solutions, sales and marketing organizations can have instant access to complete customer information no matter where it is stored, along with the tools needed to turn that information into action.

An easy to use solution

Today everybody is familiar with the Microsoft office environment.

No new interface to learn and new principles to memorize: Microsoft Dynamics CRM is fully integrated with Microsoft Office and Outlook solutions. The users are already trained to start using it.



Pay for what you use

With Volvo IT service provided on top of Microsoft Dynamics CRM you no longer need to buy costly licences that you never use fully.

Instead you get a price directly connected to your business, with a monthly fee per user.

INFORMATION TECHNOLOGY

Accelerate your business

If you should choose Microsoft CRM, Volvo IT can set up your dedicated CRM environment in just a few days, allowing you to kick-off your CRM project in very short time.

The Hosted Microsoft CRM service let you focus on achieving CRM success without any technical burden.

Benefit from a flexible platform

Microsoft CRM allows for powerful customization and integration to meet your business needs. Volvo IT, as a Microsoft CRM Certified Partner, can help you customize and integrate your hosted Microsoft CRM solution with your other applications. CRM should not be a stand alone application, but a piece of your information system.

CRM Solutions Service offer

The hosted Microsoft CRM service is the foundation of our Microsoft CRM offer at Volvo IT. In addition, you can benefit from Volvo IT's high level knowledge and experience, ranging from business consulting to data management and training. Volvo IT can also build specific modules according to your demands, e.g:

- Integrate your CRM system with your customer database and/or product database
- Provide a configuration tool for your products

Rely on our technology knowledge, CRM skills and hosting experience to achieve a CRM success story.

	Training Consulting	Reporting	Data Management
Tools Add-ons	Business Consulting	Business Intel. Tools	Performance Tuning
Office Development	MS CRM Training	Static Reports	Data Cleaning Data Cleansing
Outlook Integration	MS CRM Service Core	Hosted MS CRM	Data Integration
Mobile Solutions	MS CRM Configuration	Automotive Modules	ERP Integration Pack
Telephony Coupling	MS CRM Customization	End Customer Portal	
	Product Modification	Vertical Automotive	

Volvo IT's offer connected to Microsoft Dynamics CRM.



Volvo Information Technology AB

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Volvo IT provides specialist skills and cost-effective solutions for all areas of industrial IT, from product development to sales and the aftermarket. Volvo IT's range includes superior data centre operations and IT infrastructure. Volvo IT is a global organization and part of the Volvo Group.