



The next generation of intelligent business application

Unleash your company's potential by
unifying your sales, marketing, customer
service, operations, financials and
marketing functions.



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Solution Overview

Businesses everywhere are stretched to do more and faster than ever before as customer expectations continue to rise and technology continues to evolve. Without the right foundational systems in place, companies will be hard-pressed to streamline operations and establish the right business processes that ensure growth and long-term success.

Reimagine what is possible for your business with Microsoft Dynamics 365, a cloud-based, combined ERP and CRM system that unifies your sales, marketing,

customer service, operations, financials and marketing functions. The solution helps unleash your company's potential by breaking down data silos that stand in the way of finding the synergies between your customers, products, people and operations.

A trusted technology partner with deep experience supporting leading businesses in the hospitality, retail and food and beverage industries, Amicis Solutions will ensure you get the most from your Microsoft Dynamics 365 solution.

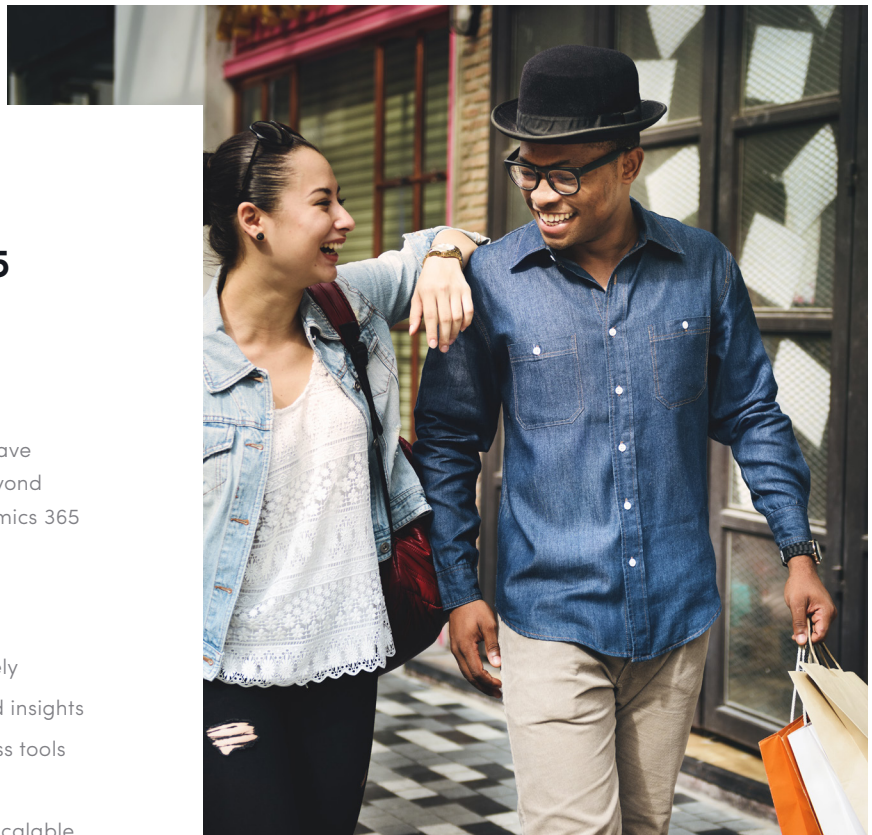
FEATURES

Microsoft Dynamics 365 for Sales

Turn relationships into revenue

Today's customers are more informed and have higher expectations than ever before. Go beyond sales force automation with Microsoft Dynamics 365 for Sales, enabling you to win more deals by:

- Better understanding customer needs
- Engaging with customers more effectively
- Enabling smarter selling with embedded insights
- Boosting seller productivity with seamless tools
- Improving teamwork and accountability
- Driving innovation with adaptable and scalable sales solutions



FEATURES

Microsoft Dynamics 365 for Customer Service

Earn customers for life

Customers seek quick, relevant responses on every channel, even on the go. Differentiate your brand with Microsoft Dynamics 365 for Customer Service, which features built-in intelligence that:

- Delivers faster, more personalized service
- Adds value to every customer interaction
- Facilitates engagement with customers on any channel or device
- Enables users to learn from every interaction to transform how you provide service
- Provides actionable insights to improve the service experience
- Allows for innovation with a modern and adaptable platform

Microsoft Dynamics 365 for Field Service

Innovate with proactive service

Deliver a seamless, end-to-end service experience with Microsoft Dynamics 365 for Field Service. The solution enables users to proactively detect, trouble shoot and resolve service issues before they occur, which helps:

- Reduce operational costs
- Deliver positive onsite experiences
- Optimize your resources
- Make technicians more effective

Microsoft Dynamics 365 for Talent

Bring out the best in your people

Today's employees want to work for companies where they can do their best work, demonstrate impact, and drive career growth. Microsoft Dynamics 365 for Talent enables exceptional experiences across employee attraction, engagement, development and retention. Users benefit from:

- Integration with LinkedIn, which helps improve the ability to land top candidates
- The ability to quickly and efficiently onboard new talent
- Integration with existing HR systems



FEATURES

Microsoft Dynamics 365 for Project Service Automation

Profit from your projects

Run your project-based business more productively by bringing people, processes and automation technology together through a unified experience. The solution allows users to achieve the following benefits:

- Increase profitability by delivering projects on time and within budget
- Increase employee productivity
- Keep utilization high by anticipating resource demand
- Forecast project profitability

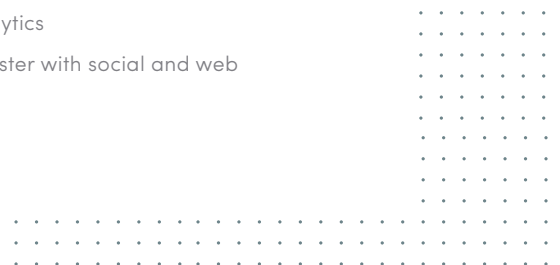


Microsoft Dynamics 365 for Marketing

Turn prospects into business relationships

Find and nurture more sales-ready leads by moving beyond basic email marketing. Share one source of sales and marketing information through connected, automated processes for smarter decisions that maximize your marketing ROI. You can:

- Generate more leads across multiple channels
- Better align sales and marketing with shared information and connected processes
- Improve marketing ROI with embedded intelligence and analytics
- Respond to trends faster with social and web insights



Get the most from your software investment

Our solutions grow and adapt to new business needs as your customer demands change and new selling channels emerge. Having the right software in place is just part of the equation – you must be able to rely on expertise to guide the deployment of both the technology and the right processes to support it.

At Amicis Solutions, our Professional Services team has extensive experience serving businesses in the retail and hospitality industries. We bring knowledge of industry best-practices and a wide range of consulting services to projects of any size or level of complexity, and we support our customers comprehensively, with reliability and efficiency.

Contact us today to learn how we can support your business.



About Amicis Solutions

We are the go-to provider of services and support for Microsoft Dynamics 365, a best-of-breed combination of ERP and CRM functionality, for the retail and hospitality industries. Our clients in North America rely on us to help them get the most from their Microsoft Dynamics 365 for Finance and Operations and Retail investment. Our suite of best-in-class, fully integrated proprietary solutions are robust yet flexible and easy to use, enabling businesses to meet and exceed customer expectations – all while helping them streamline operations and eliminate unnecessary costs.

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