

Customer Relationship Management

*Sell more, close more, retain more.
Improve customer experiences.*



Overview

As a Microsoft Gold CRM Partner, Concurrency helps clients **design, plan, and deploy Dynamics CRM** to **increase productivity** and create a **connected organization**. Common client objectives include getting access to customer data to better forecast, improving internal process automation, increasing customer satisfaction, and capitalizing on relationships across the organization.

To be effective, customer relationship management solutions should integrate with tools you use every day, such as Office 365, SharePoint, Skype for Business, and line of business (LOB) applications such as accounting and enterprise resource planning systems. We don't just sell and implement CRM products. We provide professional services that solve clients' specific business needs.

Consulting Services

- CRM planning, deployments & upgrades
- Account and contact management
- Sales automation
- Marketing process & campaign automation
- Customer service optimization
- Business Intelligence augmentation
- xRM - Extended CRM

Associated Technology

- Dynamics CRM
- SharePoint
- Office 365
- Yammer
- ClickDimensions
- K2

Real Microsoft expertise. Real business value.

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Business and Technology Roadmap

Modern Identity

Azure Cloud and Hybrid Datacenter

DevOps and IT Service Management

Business Intelligence and SQL Server

Modern Applications

Customer Relationship Management

Business Process Transformation

Communications and Collaboration

Device Management

Enterprise Content Management

Premier+ Operational Services

About Concurrency

Founded in 1989, Concurrency is an award-winning Microsoft partner dedicated to helping companies use technology to improve their business productivity.

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