

## Microsoft Dynamics™ CRM

Microsoft Dynamics CRM is a full customer relationship management (CRM) suite with marketing, sales, and service capabilities that are fast, familiar, and flexible, helping businesses of all sizes to find, win, and grow profitable customer relationships. Delivered through the State Informatics Limited, Microsoft Dynamics CRM works with familiar Microsoft® products to streamline processes across an entire business.

### MARKETING: GENERATE DEMAND

Provide marketing professionals with data cleansing and segmentation tools, campaign management features, and insightful marketing analytics to increase the effectiveness of marketing programs, generate demand, and better track key performance indicators. Microsoft Dynamics CRM provides a holistic, comprehensive set of marketing capabilities so you can better understand customers and target your resources to the areas of highest return.

### SALES: CLOSE DEALS FAST

Enable sales people to create a single view of the customer with tools that streamline and automate everyday sales processes promoting shorter sales cycles, higher close rates, and improved customer retention. Microsoft Dynamics CRM gives sales professionals fast access to customer data and history online or offline so they can work smarter and spend more time selling. Wizard-driven communications tools help keep sales prospects and customers informed of new product and service offerings.

### CUSTOMER SERVICE: DELIVER RESPONSIVE SERVICE

Deliver customer information, case management, service history, and support knowledge to the desktops of customer service personnel, giving them the tools to deliver consistent, efficient service that enhances customer loyalty and profitability. Microsoft Dynamics CRM provides a comprehensive customer service solution that is familiar to users, completely customizable to match your support process, and places no limits on the number of users.

## Microsoft Office SharePoint Server

Microsoft Office SharePoint Server 2007 is an integrated suite of server capabilities that can help improve organizational effectiveness by providing comprehensive content management and enterprise search, accelerating shared business processes, and facilitating information-sharing across boundaries for better business insight.

You can quickly create SharePoint sites that support specific content publishing, content management, records management, or Business Intelligence needs. You can also conduct effective searches for people, documents, and data; participate in forms-driven business processes; and access and analyze large amounts of business data.

### Microsoft Office SharePoint Server 2007 Capabilities

Microsoft Office SharePoint Server 2007 provides a single, integrated location where employees can efficiently collaborate with team members, find organizational resources, search for experts and corporate information, manage content and workflow, and leverage business insight to make better-informed decisions.

#### ▷ Collaboration

Allow teams to work together effectively, collaborate on and publish documents, maintain task lists, implement workflows, and share information through the use of wikis and blogs.



#### ▷ Portals

Create a personal MySite portal to share information with others and personalize the user experience and content of an enterprise Web site based on the user's profile.

#### ▷ Enterprise Search

Quickly and easily find people, expertise, and content in business applications.

#### ▷ Enterprise Content Management

Create and manage documents, records, and Web content.

#### ▷ Business Process and Forms

Create workflows and electronic forms to automate and streamline your business processes.

#### ▷ Business Intelligence

Allow information workers to easily access critical business information, analyze and view data, and publish reports to make better-informed decisions.

## Our Offerings

Since 2002, **State Informatics Limited (SIL)** has positioned itself to become a Microsoft Business Solution Partner and has now been elevated to the highest rank as Microsoft Gold Certified Partner. SIL has today a solid team of technical staff that has undergone intensive training imparted by Microsoft Certified Trainers delivering Microsoft-based solutions to our customers. Our competencies include Advanced Infrastructure and Networking Capabilities, Unified Communications, Licensing and Microsoft Dynamics. Moreover we have been selected to be a Microsoft Enterprise Software Advisor for the Indian Ocean Region for recognition in these domains.

**State Informatics Limited (SIL)** can provide the following to your organisation:

- ▷ Requirements study
- ▷ Relevant and appropriate licensing solutions
- ▷ Customisation of solutions
- ▷ Implementation
- ▷ Training on Microsoft Dynamics CRM and/or SharePoint Server
- ▷ Support and Maintenance Services



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