

Alithya CONNECT Customer Engagement (CE) Roadmapping Session

Where should you go next with CE?

When you're caught up in the day-to-day, it can be nearly impossible to keep up with the ongoing updates to Dynamics 365 Customer Engagement (CE) – much less know which of the updates apply to your business goals. Alithya's CE Roadmap gives you clarity and peace of mind that you are taking full advantage of the best of everything that Microsoft has to offer.

How it Works

In this rapid-turnaround assessment, Alithya's experts examine what your team is currently doing in CE and how you're doing it; they filter the noise to recommend which Microsoft updates are most likely to help you achieve your target Business Outcomes.

Alithya's experts will deliver those recommendations and facilitate a conversation with your team, where they will address:

- The features your company has in place
- What Microsoft software updates can help
- What Microsoft updates can be ignored
- Priorities for changes in your system

Alithya Connect

Our CE Roadmapping Session is available through Alithya Connect. Alithya has successfully completed 1,500 implementations, both small and large. We have seen what works – and what doesn't – to ensure long-term success. Alithya is developing new programs all the time that support our customers' ongoing pre and post-implementation needs, adoption and ultimately success. We can work with your team to customize a solution.

Session Benefits

Stay on top of the newest Microsoft tools.

Microsoft is continually rolling out new updates to Dynamics 365 Customer Engagement. Alithya will track these updates for you and help you understand which are most important to your business, saving you valuable time. And, when needed, we'll help you implement better options to replace tools Microsoft will no longer be supporting.

Create a roadmap.

Alithya will work with you to build a long-term plan for adopting new tools from Microsoft that will contribute to achieving your business goals.

Adopt the right tools.

Only a small percentage of updates will be applicable to your business. Alithya will help you identify what updates are right for you, so that you can make the most of your investment in Dynamics 365 CE.

Estimated Hours **15-20**

Contact Us

Alithya is a leading strategy and digital technology company, with over 2,000 highly skilled professionals delivering solutions across Canada, the US and Europe. Alithya's Microsoft practice covers a wide array of capabilities, including Dynamics, Azure, business analytics, digital solutions, advanced analytics, application development and architecture. Focused on business outcomes, our combined companies have delivered Microsoft solutions to over 1,500 clients. Alithya's global offering is to deliver strategy and digital technology services in addition to implementing ERP, CRM and integrated solutions.

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