

SOFTWARE FACT SHEET	Microsoft Dynamics
Industry focus	Government, Finance/ Insurance/ Banking, Manufacturing, Distribution, Not For Profit, Franchises, Professional Services, Wholesale, Retail, Education.
Appropriate for businesses of size (\$ turnover)	Small business up to Global Enterprise sized clients
A/NZ Sites (# installed)	500+ NZ sites
Key reference sites (refer to the <b>iStart</b> website for case study detail).	Bridgestone, Pumpkin Patch, PGG Wrightson, BRANZ, Onesource, Frucor, MedRecruit, Rakon, AXA, Air New Zealand, Les Mills International, Fonterra Brands, Westfield, photonewzealand, Mt Difficulty Wines, Auckland Airport, Jet Park Airport Hotel, Maritime New Zealand, Western Milk Products, Loyalty NZ, Perry Developments, The Motor Trade Association (MTA), Combined Rural Traders (CRT), Rural News Group, Simcro, Waikato Milking Systems, Tertiary Education Commission (TEC), Spectrum Care, Environment Canterbury, DYWIDAG-Systems International, First Assistance, Shine, Auckland City Council, Parkland Products, Royal Plunket Society, Kathmandu, HWR Group, The Better Drinks Company, Independent Liquor, Barnardos, Sharp Corporation.
Solution overview	<p><b>Microsoft Dynamics CRM</b> helps organisations improve sales and customer service. Accessible from Microsoft Outlook and the Web, Dynamics CRM is designed to be easy to use, customise, and maintain, integrates with other business systems, and scales to grow along with your business.</p> <p><b>Microsoft CRM/xRM</b> works through and with familiar technologies like the Microsoft Office system, Microsoft Office SharePoint Server, Microsoft SQL Server.</p>
Current version	CRM 2015
Cloud hosting available	Yes – CRM Online (SaaS via both partners and direct)
SaaS (fully browser-based)	SaaS via both partners and direct
xRM membership management	Yes
Call centre management	Yes
Marketing/Campaign management	Yes
Loyalty program management	Yes
Social media integration (which ones?)	Yammer (out of box) Facebook, LinkedIn and Twitter 3rd party but will be integrated with next Dynamics release
eMail integration (which clients?)	Yes - Exchange/Outlook, Email Router Supports Exchange/POP3/SMTP
Accessible via mobile	Yes, no extra charge for Web, or multiple device access
Out of Box ERP Connectors	Microsoft Dynamics ERP adapters available including a BizTalk .NET adapter which allows easy data migration using Web Services as well as the Microsoft provided Dynamics Connector and numerous 3rd party connectors.
Pricing (per user per month for first 12 months excl GST)	Microsoft CRM has a flexible pricing model through Microsoft Volume Licensing programs as well as pay-per-use hosted/cloud based pricing.
A/NZ Partner details	Microsoft works through a broad range of certified Microsoft Dynamics CRM partners. For a complete list visit <a href="http://www.microsoft.co.nz/dynamics">www.microsoft.co.nz/dynamics</a> <a href="http://www.microsoft.com.au/dynamics">www.microsoft.com.au/dynamics</a> See Zavanti on iStart.
A/NZ Vendor contact details	Microsoft: e: <a href="mailto:askdynnz@microsoft.com">askdynnz@microsoft.com</a> <b>AU:</b> 1800 197 960 <b>NZ:</b> 0800 800 162 <a href="http://www.microsoft.com.au/dynamics">www.microsoft.com.au/dynamics</a> <a href="http://www.microsoft.co.nz/crm">www.microsoft.co.nz/crm</a>