

7 Critical Steps to Ensure CRM Success

Elev8 Solutions applies experience earned through hundreds of Microsoft Dynamics CRM engagements, in dozens of industries, to deliver exceptional long-term return on investment. **CRM should evolve with your business, let us show you how it's done.**

1. Define your business goals

Clarify and communicate the outcomes—like improving customer retention, increasing cross-sell or supporting social selling—the company expects to achieve.

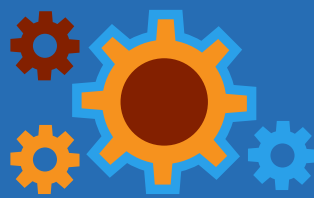


15%

Faster revenue growth for SMB technology leaders

2. Align process requirements

Clearly define the business processes that the service, sales and marketing teams will follow to achieve the company's goals.

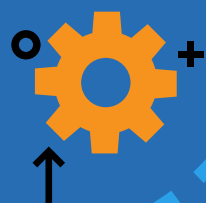


40%

of sales effectiveness initiatives met or exceeded expectations

3. Training never stops

Help users expand their knowledge, taking full advantage of Microsoft Dynamics CRM as well as collaboration tools like Yammer, Skype for Business and Delve.

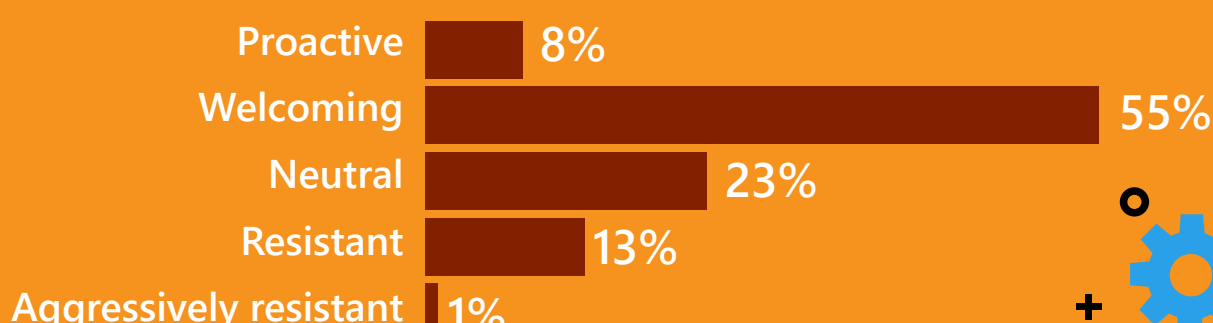


4. Put partner expertise to work

Elev8 Solutions takes an immersive approach to planning, architecting and deployment to build long term adoption and sales, service and marketing success.



User Attitude Toward New Technology



5. Simplify user experiences

When CRM works the way your employees work to make tasks easier, they will use it consistently.

9%

better win rate with formal sales coaching program

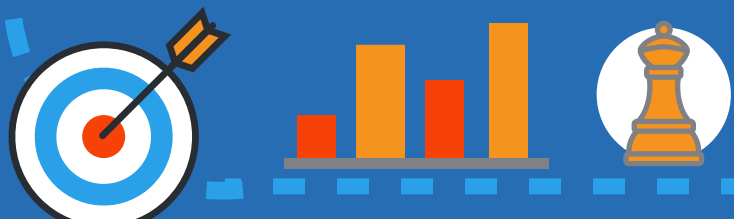
6. Provide dependable support

Help your users stay productive, wherever their work takes them, by answering questions quickly through email, text, web-based or phone.

6.

7. Plan for continuous improvement

As your employees use Microsoft Dynamics CRM, they will see more ways to simplify processes and improve customer service.



243%

Average ROI achieved with Microsoft Dynamics CRM

Sources: Boston Consulting Group, "Ahead of the Curve" study, October 2013; CSO Insights 2015 Sales Management Optimization study, <https://www.csoinsights.com/blog/january-2016>; Information Week 2015 State of End User Computing

Microsoft Dynamics



Let's talk about building user adoption and business success for your organization. Contact us today.

www.elev8solutions.com

info@elev8solutions.com