

Microsoft Dynamics CRM Support Services

There are a multitude of CRM platforms available in the market today – all making impressive claims as to their ability to deliver a comprehensive CRM solution. Having worked in the CRM field for several years and reviewed many of the technologies available, we believe that the Microsoft Dynamics CRM platform has established a position as a best of breed platform that is capable of meeting the needs of most organisations and of delivering a significant return on investment.

Consisting of a robust suite of sales, marketing, and service capabilities, Microsoft Dynamics CRM offers businesses of all sizes a fast, flexible, and affordable solution for finding, winning, and growing profitable customer relationships. Its familiar, native Office Outlook integration drives user adoption, improves productivity, and powers business processes for greater overall impact. Its single code base offers an enterprise-class, software as a service platform with tools, technologies, and flexible deployment options (both on-premise and hosted) for businesses to maximise their investment and realise enhanced value.

Redspire is an accredited Microsoft Dynamics CRM Partner. We have a team of consultants who are recognised by Microsoft as experts in the Dynamics CRM field – everything from installation to customisation or configuration. Whether you have already installed Microsoft Dynamics CRM within your organisation or are looking to do so, we can offer you an end-to-end service that will ensure you get the most from your CRM initiatives.

Service Overview

With a track record and distinguished pedigree within the CRM field, Redspire offers an extensive array of services – everything from CRM Strategy Development through to on-going maintenance and support. We offer a variety of technical and non-technical services designed to help you get the most from your customer facing systems.

In relation to the Microsoft Dynamics CRM platform specifically, we offer the full range of specialist technical skills and competencies. These include:

- **Installation Support**

Our consultants can help you to optimise and manage your Dynamics CRM installation to ensure the best performance and lowest total cost of ownership.

We will work with your IT managers or system administrators to define an effective implementation methodology for developing Microsoft Dynamics CRM.

Our team will help to configure system components such as the security model, including the setup of privileges and access levels, user groups, databases, and database connections.

- **Configuration & Customisation.**

Every Microsoft Certified Professional from Redspire is experienced at configuring the application's organisational settings and customising it through use of the built-in customisation tools. They will work with you to interpret the business requirements and key business processes - to encapsulate them within the CRM framework.

We have an extensive knowledge of the features, configuration, and support requirements as well as a detailed understanding of core application functionality and the technology stack. Our team will prepare and conduct business process analysis workshops and develop design specifications where required.

Our experience in modeling of business processes and general knowledge of planning and implementation of system tests will ensure that functionality, configuration, and data are as expected.

So whether you are looking for support with an existing system or are embarking on a Dynamics CRM project for the first time, we can help you to leverage the power of the Microsoft technologies to your best advantage.



About Redspire

We are Redspire, a specialist in Customer Relationship Management (CRM) solutions. At Redspire we help organisations to grow their businesses, increase sales and drive better margins by improving relationships with their own customers.

We have worked with some of the largest high street names to help them understand their customers better and to implement best practice processes and systems that enable them to retain existing customers, acquire new ones and increase the value and spend across the board.

Our clients work with us because we are easy to engage with and have demonstrated a track record of delivery that has added millions of pounds to the bottom line.

Our Processes



Payback – In just one case a process we developed added £1million pounds per week of sales to a well known national retailer by implementing our Enquiry Management process. This is just one example of the kind of work we do that organisations to maximise the returns from their customer relationships.

Contact Us

For more information about this or some of the other services that we offer – why not get in touch?

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