

Project Service Automation



Project-based organizations empowered by project service automation capabilities can improve all aspects of their business by bringing people, process and technology together. This enables them to become an integral part to their customer journey by delivering value at each interaction. On-time, on-budget service delivery excellence requires rich, collaborative experiences, efficient and effective interactions and a trusted advisory relationship. Project service automation is an end-to-end solution that provides a single system of customer engagement for project sales, resourcing, delivery and billing. It delivers an 'out of the box' experience with Microsoft productivity apps and machine learning capabilities on the device of choice empowering you to deliver personalized, predictable and profitable customer experiences.



"Service organizations must develop a balanced and holistic approach to improving all aspects of their business as they mature. Increasing levels of business process maturity result in significant performance improvements."

SPI Research, Service Performance Insight LLC

Key Benefits



Deepen Engagement

Build trusted customer relationships by developing credibility and increasing customer confidence using a predictable customer-responsive engagement model to deliver consistently value-add successful projects.



Empower Professionals

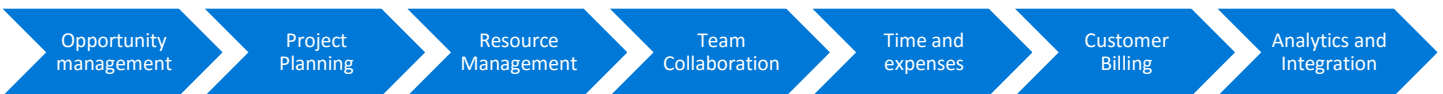
Provide your consultants a collaboration-rich experience that enables transparency across all aspects of the business, empowering them to deliver relevant expertise and project productivity with every customer interaction.



Optimize Growth

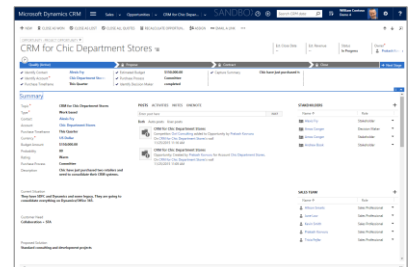
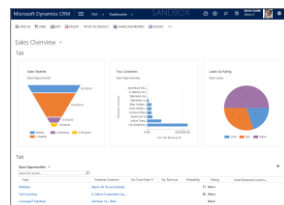
Prioritize, innovate and invest in service offerings based on actionable insights that anticipate rapidly changing industry trends, customer needs, technology landscape and everything-as-a-service enablers.

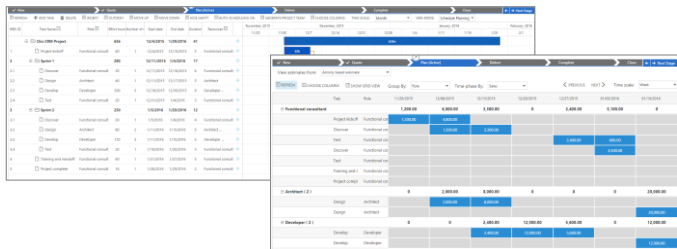
Key Capabilities



Opportunity Management

Provide integrated sales dashboard with visibility to project-based opportunities, and key metrics to help forecast profitability and feasibility. Streamline and integrate the process allowing the Sales manager to quickly create project contracts, track labor rates and generate SOWs.



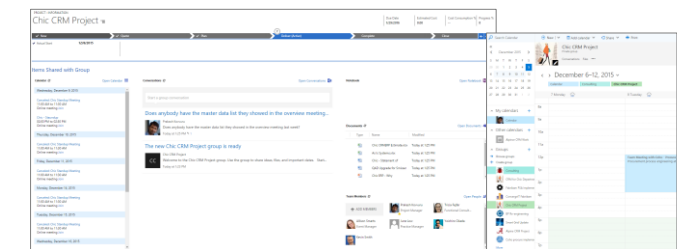
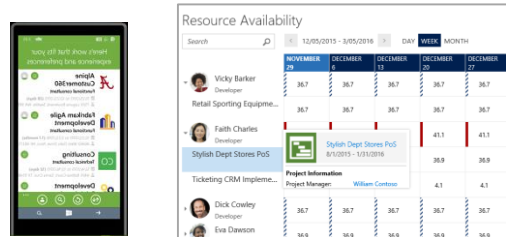


Project Planning

Make it easy for Sales manager to collaborate with PMs to Estimate and define the work using standard project templates. And visualize cost, effort, and sales value of the work as he submits the final customer proposal. Build credibility by collaborating with customers for project planning, estimation and tracking.

Resource Management

Leverage Azure Machine Learning to recommend right resources for the right work based on updated skills and availability of consultants. Simplify the engagement model between Sales, PM and Resource managers to forecast demand and resource allocation. Empower consultants to apply directly for open and relevant project roles.

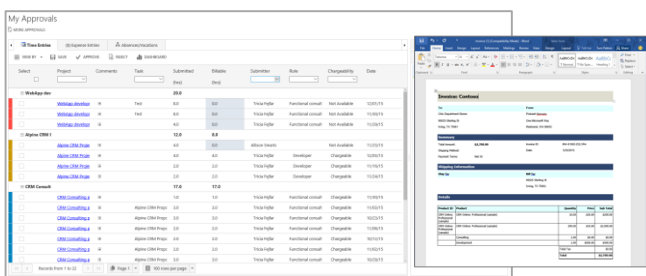
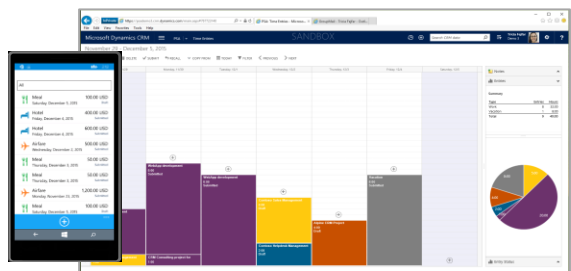


Team Collaboration

Provide powerful, easy-to-use, mobile-ready O365 productivity tools for Project teams and customers to communicate and collaborate. Enable Office groups to access documents and monitor status on project deliverables. Empower project managers by providing real-time status updates for risk management.

Time and Expense Management

Make it simple, effective and efficient to manage and track estimated and billed project time by integrating the tasks and deliverables on the calendars. Connect the right person to the right tool through the right device and right experience to enter time and expense, and update project status and skills profiles. Provide real-time financial insights to customers and empower them to take collaborate on timely corrective actions.



Customer Billing

Provide Project managers a one-stop-shop dashboard to review, override, track overruns and approve all costs and time impacting their projects. Ensure the Project invoices reflect the terms of the contract and the approved work and expenses and customers have visibility to projected v/s actuals budget. Automate generation, approval and distribution of accurate and reconciled invoices in email and on the web. Enable integration with best-in-class back-office applications for financials.

Analytics and Integration

Empower management to embrace change with a unified system with 360 visibility to project and portfolio metrics through robust analytics and interactive dashboards providing proactive insights like Resource utilization across the organization. Ensure integration with back-office financial systems including Dynamics ERP, QuickBooks and others for profitability, revenues, accruals, and inter-organization expenditure tracking by enabling a strong basis for reporting, integration, and analytics.



Global Availability

Project service automation capabilities for Microsoft Dynamics CRM is available in 130 markets and in 20 languages. For more information, visit: <http://www.microsoft.com/en-us/dynamics/crm-customer-care.aspx>