

## About Tiski

The Tiski team are passionate about helping the public sector to become more efficient and improve services by benefiting from the market leading technologies and platforms that Microsoft provides. Focused mainly around Dynamics 365, Tiski's experts specialise in Microsoft cloud technology for case management and its application within a Public Sector context.

Tiski care about delivery and customer service. We never compromise our integrity, never oversell and never make promises we can't keep.

Our customers describe us as "likable, friendly and real" and they love working with us. At Tiski going the extra mile and exceeding your expectations is a given.

We understand 'the enterprise approach' which is often required in large implementations within the public sector, and are extensively referenceable but also the necessity to be able to have a solution up and running quickly with a minimum viable product to ensure the solution will work for your organisation.

For many suppliers the Dynamics product range is just a part of a wider portfolio, but for Tiski it is the focus. We recognise that the outstanding technology provided by Microsoft empowers our customers with the flexibility, user engagement and integration they require without an excessive service overhead.

## Some of the customers Tiski work with:

Our growing portfolio of Government clients includes: Health and Safety Executive, HS2, British Business Bank, Greater London Authority, Scottish Enterprise, Department for Education, Education Funding Agency, The Scottish Parliament, NHS, The UK Parliament and many of The Growth Hubs championed by the Departments for Communities & Local Government (DCLG) and Business, Energy and Industrial Strategy (BIS).

Tiski's CountryChoice is a simple Addon for Dynamics 365 for achieving country name consistency along the application. This enables organizations to avoid non-standardized data entry, in addition to standardizing existing country data.

## Why CountryChoice?

Dynamics CRM Country fields are free text and therefore notoriously prone to typing errors and user judgement. The solution applies to accounts, contacts and leads, offering :

- Standardized official country list (with up to 2 friendly names for easy data entry) based on the official data provided by the Foreign and Commonwealth Office (FCO) of the government of the United Kingdom.
- Autocompletion for all country fields.
- Autocorrection for imported records.

## How does it work?

Out of the box, only the common country names exist in the solution package. For successful country mapping, the alternative names should be filled by the user accordingly.

Country C.	Common Name	Official Name	Alternative Name 1	Alternative Name 2
CV	Cape Verde	Republic of Cabo Verde, The	Cabo Verde	
CF	Central African Republic	Central African Republic, The	CAR	C.A.R.
CO	Colombia	Republic of Colombia, The	Colombia	
CG	Congo	Republic of the Congo, The	Congo-Brazzaville	
CD	Congo (Democratic Repu...	Democratic Republic of the Congo, ...	Congo-Kinshasa	
CI	Ivory Coast	Republic of Côte D'Ivoire, The	Côte D'Ivoire	Cote D'Ivoire
KP	North Korea	Democratic People's Republic of Kor...	DPRK	D.P.R.K.
MK	Macedonia	Republic of Macedonia, The	FYROM	Former Yugoslav Republic of Macedonia
GM	The Gambia	Republic of The Gambia, The	Gambia	
GR	Greece	Hellenic Republic, The	Hellas	
NL	Netherlands	Kingdom of the Netherlands, The	Holland	
MM	Burma	Republic of the Union of Myanmar, ...	Myanmar	
CN	China	People's Republic of China, The	PRC	P.R.C.
KR	South Korea	Republic of Korea, The	ROK	R.O.K.
KN	St Kitts and Nevis	Federation of Saint Christopher and ...	St Kitts and Nevis	
LC	St Lucia	Saint Lucia	St. Lucia	
VC	St Vincent	Saint Vincent and the Grenadines	St Vincent	
SZ	Eswatini	Kingdom of Eswatini	Swaziland	
TL	East Timor	Democratic Republic of Timor-Leste...	Timor-Leste	
AE	United Arab Emirates	United Arab Emirates, The	UAE	U.A.E.
GB	United Kingdom	United Kingdom of Great Britain an...	UK	U.K.
US	United States	United States of America, The	USA	U.S.A.



## How does it work?

During the creation of a new account, contact or lead, as the user types in the country name, text is filtered through country common and alternative names and the results are displayed in a list, so the user can choose the desired country. To achieve consistency, by typing an alternative country name, the common name will be proposed to the user. Apart from the user interface, the solution offers autocorrection for bulk import of records by third party applications. For each updated record, a Boolean field is updated. Thus, the user can check which records contain country values that are not included in the alternative names' list.

Account Name	Main Phone	Address 1: City	Address 1: Country/Region	Created On	Modified On
Acme Inc		London	Great Britain	01/10/2018 1...	01/10/2018 1...

## How to use CountryChoice

Using CountryChoice couldn't be simpler! On creating or editing an Account, Lead or Contact, the addon will search the list and propose country names according to the user's input! For records that are created without using the CRM forms, A plugin is triggered in the back-end to translate the country name supplied into the standardized name. For example, a data import with records containing the Country as "USA" will automatically be translated into "United States". For the records where no matching country name was found, the "Invalid Country" flag will be populated which will then assist the user in identifying the error records using the respective entity view, such as "Accounts with invalid country".

## Additional Services from Tisski:

### Virtual Technical Architect:

Access to a highly skilled and experienced Dynamics consultant to lead through the process of working with Dynamics, Troubleshoot your approach, QA design decisions and provide Guidance and leadership.

Who could this benefit?

Organisations moving to the second phase of a project require the security of a relationship with a partner and guidance on an 'as and when' basis.

### Virtual Organisation Administrator:

A 'support contract plus'. Tisski assistant to work as part of your team fulfilling day to day duties, such as dashboard setup, email marketing or user engagement follow-up.

Who could this benefit?

Organisations who have a short-term need for administration but who wish to keep their project rollout moving forward.

## Training Courses:

- Building for Success
- Will Agile work for you
- Are you ready?
- Efficiency Review
- Security Maximisation
- Power BI 'OOTB' and how to maximise
- Is PAAS right for you?
- Maximising Gamification for user engagement

To find out more about us...

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