

A limited view of customers and their needs can restrict your company's growth.

## Reinventing the Customer Journey with Microsoft Dynamics CRM

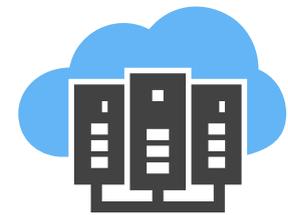
Is a limited view of your customers and their buying preferences costing you sales?

Are you missing opportunities due to broken processes, "silo" mentality or information hoarding?

Has your growth been stymied by scattered leads, long sales cycles, and poor forecasting?

Microsoft Dynamics CRM gives you the power to track and manage your most valuable relationships. Intuitive tools will help you deliver amazing experiences across Sales, Service, Marketing and Social to attract more prospects and keep existing customers coming back.

**Multiple Deployment Options** – On-premises or in the cloud? The choice is all yours.



When you use Microsoft Dynamics CRM to build long-term relationships with customers, you're better able to offer products and services they really want.

- **Complete View** – Identify your most profitable opportunities with a 360-degree view of your customers.
- **Better Conversions** – Engage customers with data-based, targeted campaigns that speak directly to them. Improved segmentation, behavior-based nurture campaigns and A/B testing help you achieve desired responses.
- **Data Driven** – Easy access to real-time data provides valuable customer insights for more effective cross-selling and up-selling.
- **Social Sleuthing** - Gain customer insights and capture leads by monitoring and engaging through social media channels.
- **Superior Service** - Attract and retain more customers with proactive, personalized service.
- **Scalable Solution** - Start with what you need now and scale up later. A highly flexible platform lets you add functionality and users as your business grows.



## Partnering With Purpose

At FMT Consultants our purpose is to inspire greatness through technology. Our in-house team of Microsoft Dynamics CRM gurus takes the time to analyze and understand your business. This enables us to design and implement a solution that's aligned with your unique business needs and opportunities. By optimizing your processes, we help make your business nimble, efficient and more profitable.

We ensure that you work with the same team members as often as possible, and with those who have the greatest familiarity with your industry and system environment.

- **Experience** - Over 2,000 successful project implementations since 1995.
- **Customer Service** - 80+ in-house technology, accounting, solutions and customer care experts dedicated to serve your needs.
- **Innovation** - Ability to customize and tailor Dynamics CRM to meet your unique needs and challenges.
- **Cross-Functional Expertise** - Extensive experience with system integration, custom development and migration.
- **Industry Knowledge** - Experience in a wide array of industries including distribution, manufacturing, finance, professional services, life sciences, healthcare and public administration.

## Case Study: Cutting-Edge, Cross-Platform Functionality with Dynamics CRM

Forecast 3D, world-renowned for its innovative 3D printing capabilities, needed a CRM system to effectively manage its sales and marketing activities.

FMT Consultants implemented a custom Microsoft Dynamics CRM solution that integrates seamlessly with the company's homegrown enterprise resource planning platform. Now employees have access to the most current customer data for improved account management, lead prioritization and targeted email campaigns.

*Ask us for the full case study.*

“FMT did a great job of implementing my vision. I'm confident that we are operating at the leading edge of CRM capability.”

--Donovan Weber,  
Forecast 3D

### Trusted By



Contact us to learn how Microsoft Dynamics CRM can help you reinvent your customers' journey.

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