

MICROSOFT DYNAMICS 365: Building a Foundation for Collaborative Engagement



Today, companies need to keep pace with constantly growing competition and ever-increasing customer demands for great experiences with their brand—but their existing, siloed technology often makes that difficult.

Legacy systems can be inflexible, making it difficult to deploy new capabilities, such as omnichannel e-commerce and customer service, employee and customer self-service, sophisticated analytics and process automation—and maintaining those systems can be costly. Just as troubling, systems are often not connected, making it hard to access the data you need to gain a comprehensive view of the business—or to serve your customers effectively. Altogether, this can lead to inefficiency,

a lack of agility, and frustrated customers and employees—along with the increased costs, reduced revenue and profits, and missed opportunities that go along with those problems.

To help you tackle these challenges, Wipro draws on Microsoft Dynamics 365 to create a modern foundation for collaborative engagement—one that can help you streamline the business and deliver the right customer experience.

Making the Most of the Technology

Wipro helps companies tap into the power of Dynamics 365, which offers a range of integrated solutions, from ERP to unified applications covering marketing, sales, customer service, field service, finance, operations, intelligent order management, talent and project service automation. With Dynamics 365, companies can have a full range of capabilities that work seamlessly across the enterprise.

Wipro leverages its Wipro FullStride Cloud Services to deliver Microsoft Dynamics solutions that meet your needs—tailoring them to support business-specific requirements while making efficient use of the solution's off-the-shelf features. We can help you replace or augment your existing systems with Dynamics 365 or use it to integrate your data silos to leverage your previous technology investments—and connect your data, processes, and people with intelligent business applications. And with our proven, DevOps-aligned delivery and Microsoft accelerators and tools, we can provide fast, high-quality implementation—which helps shorten time to results and ROI.

Wipro can also provide a full range of expertise that lets you make the most of the technology. We can assess and redesign processes to increase the impact of your implementation, help with change management to help drive adoption and sustained user success, and provide ongoing support for your systems. And we have developed a number of Dynamics 365-based solutions for everything from supply chain management to e-commerce and remote customer engagement, as well as industry-specific solutions for retail, utilities and healthcare.

Our deep experience with Microsoft is a key asset that we bring to our customers. With more than 900 Dynamics consultants worldwide, we are a Gold Certified and Managed Services partner for Microsoft Dynamics 365. We also partner with other major technology vendors, such as Google Cloud, AWS, SAP, Oracle, IBM and ServiceNow, helping to ensure seamless integration of Dynamics 365 and your existing technology landscape.



Our Expertise

With Wipro FullStride Cloud Services and Microsoft Dynamics 365, you can build an integrated, hyperconnected business and achieve a range of benefits, including:



Optimized, interconnected business operations.



A 360-degree view of the customer.



Personalized, analytics-driven customer experiences across channels.



Standardized, streamlined processes across the business.



Increased value from unified, consistent data that supports greater business insights.

In Short

Wipro can help you use Microsoft Dynamics 365 to drive collaborative engagement, increase business agility and efficiency, empower your employees to better serve your clients, build stronger customer relationships, and ultimately increase revenue and profits. And we can help you create a future-ready business that can thrive and continue to customer expectation.

About Wipro Limited

Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help our clients adapt to the digital world and make them successful. A company recognized globally for its comprehensive portfolio of services, strong commitment to sustainability and good corporate citizenship, we have over 220,000 dedicated employees serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future. For more information, please write to us at info@wipro.com