

ABOUT

# POWEROBJECTS

## An HCL Technologies Company

PowerObjects is a leader in delivering Microsoft Business Applications solutions and the Dynamics 365 workloads through unparalleled offerings of service, support, education, and add-ons. PowerObjects strives to be the number one Microsoft Business Applications Provider in the world by delivering solutions that help organizations increase productivity, streamline business processes, and build better relationships.

AWARDS +

RECOGNITION

2018

Microsoft US Partner of the Year Award for Business Applications-Dynamics Customer Service

2017

Microsoft Worldwide Partner of the Year Award for Dynamics 365 Consulting and Systems Integration

Microsoft Cloud Customer Relationship Management Award Finalist

2016

Microsoft Modern Marketer Partner of the Year

2015

Microsoft Dynamics Cloud CRM Partner of the Year

2014

Microsoft Dynamics CRM Partner of the Year Finalist

2012, 2013

Microsoft Dynamics CRM Partner of the Year

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2011 - 2015

Inner Circle for Microsoft Dynamics

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2009 - 2015

President's Club for Microsoft Dynamics



**Customer Service** - PowerObjects goes beyond the standard functionality of what is needed in the Call Center. We leverage the agent desktop, portal, knowledge, case management, and call scripting capabilities of Dynamics 365 to deliver what is important to you: Increasing CSAT, NPS, and employee satisfaction, while reducing AHT and operating expenses.



**Field Service** – At PowerObjects, we believe Field Service is an extension of Customer Service and knowing your customer's install base. From preventing confusion in the call center to giving customers the ability to view their contracts and assets or create tickets, we are there to help reduce costs, drive revenue, and increase customer, partner, and employee satisfaction. By optimizing your field staff and leveraging Microsoft Azure IoT (Internet of Things) for Connected Field Service, we are able to close the loop of the service management lifecycle.



**Project Service** – Dynamics 365's newest member, Project Service has changed the entire CRM landscape. Are you performing a large build or install of equipment that you are eventually going to service and maintain? Project Service allows you to tie it to a sales opportunity, plan, and collaborate; all while optimizing and staffing a resource base that also is your Field Service team.



**Connected Field Service** – With Connected Field Service, your organization can harness the power of IoT. Imagine identifying and remotely resolving equipment issues before the customer even knows there's a problem – with Connected Field Service, that kind of troubleshooting and proactive problem solving can become your new normal.