



### Real Estate and Dynamics 365

A large housing association deploys Dynamics 365 to enhance and transform the customer experience.



#### Business Challenge

- Need to enhance customer service in the contact center
- Improve customer efficiencies across all the touchpoints
- Use cloud-ready platform and be future ready



#### Solution

- Deploy Dynamics 365 in contact center, and customer service department
- Leverage proven frameworks and process to implement Dynamics 365



#### Business Value

- Personalized customer experiences
- Improvement in business productivity