

Accelerate Business Value from your Microsoft Dynamics® Investments



HCL's Microsoft Dynamics Practice

With 25+ year of strategic relationship with Microsoft®, HCL's Microsoft Dynamics® practice offers end-to-end capabilities to accelerate business value of your Microsoft® investments. We provide Microsoft Dynamics® based solutions across Banking, Wealth Management, Insurance, Gaming, Hospitality, Retail, Travel, Hi-tech, and Manufacturing verticals.

Key Highlights



PEOPLE

300+ Consultants



CERTIFICATIONS

- Gold Certified Partner for Dynamics
- 85% Microsoft Certified Resources



PRODUCTS

- Microsoft Dynamics CRM
- Microsoft Dynamics CRM Live
- Microsoft Dynamics AX
- Microsoft Dynamics NAV



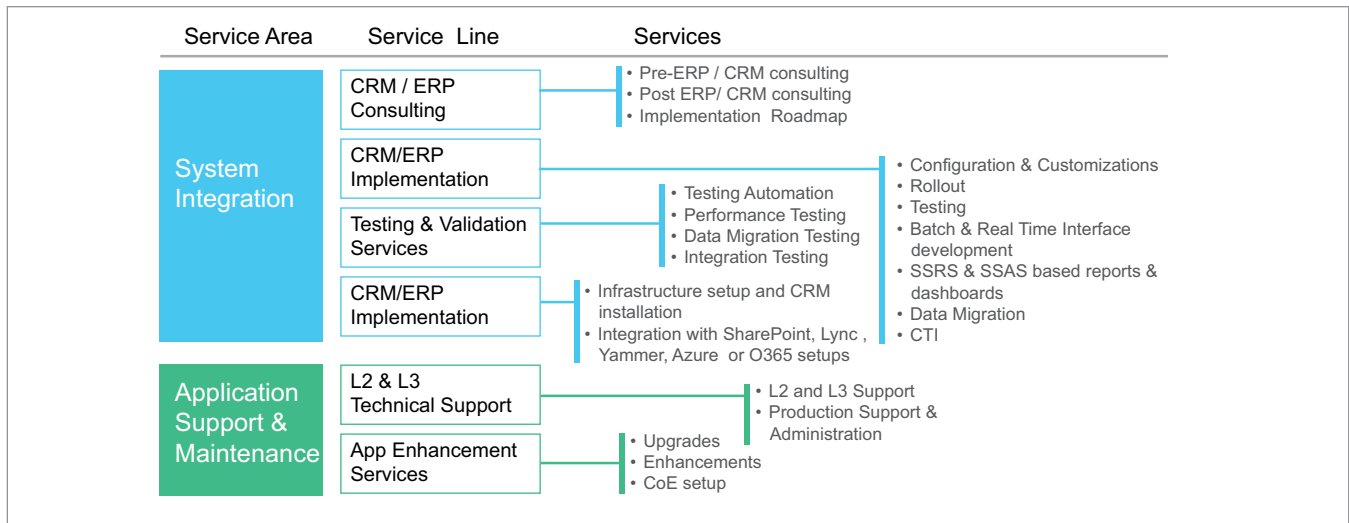
VERTICALS

- Financial Services
- Healthcare
- Media & Entertainment
- Government & Public Sector
- Retail
- Manufacturing






Value Proposition

- 360 degree partnership with Microsoft® with 25+ years of relationship
- Capabilities and offerings across the entire spectrum of services for Microsoft Dynamics®
- Vertical solutions and accelerators: strong industry focus with a value driven and IP based Go-To Market approach.
- Mature and proven implementation methodology for multi-country CRM rollout
- Reusable tools and accelerators to streamline CRM implementation like “Smart Agent Desktop” for CTI/IVR Integration
- Skill sets across Microsoft® technologies required for large scale Microsoft Dynamics CRM deployments

Microsoft Dynamics® Service Spectrum



Innovative Industry Solutions

Solution	Vertical	Platform	Description
FinEdge	Financial Services	 Microsoft Dynamics CRM	CRM for Banking, Insurance, Payer and Wealth Advisory.
GamEdge	Gaming & Hospitality	 Microsoft Dynamics CRM	Customer and Loyalty Management Solution with Segmentation & Predictive Analytics for the Gaming & Hospitality sector
EmpoweRetail	Retail	 Microsoft Dynamics CRM	Customer & Loyalty Management Solution with Predictive Analytics for the Retail Industry
CitizenCare	Government & Public Sector	 Microsoft Dynamics CRM	Citizen Care Services solutions with robust Routing Engine to assign cases. Supplemented with Events Management and Grants Management modules.
Member Experience Management	Healthcare (Payer)	 Microsoft Dynamics CRM	Helps Payers to maintain business growth and increase customer satisfaction

HCL- Microsoft Alliance

The HCL-Microsoft® relationship is focused on delivering unique business solutions on leading Microsoft® technologies.

Together, we provide product, infrastructure and domain-specific solutions to our clients globally. We are uniquely positioned to support your Microsoft Dynamics® initiatives, provide an implementation roadmap and successfully implement innovative solutions to accelerate business value.

HCL and Microsoft® relationship delivers:

- World class engagements in Microsoft® Technologies
- Customer centric solutions by horizontal and industry areas
- Innovative tools and accelerators providing customers with faster time to market and lower TCO
- 15,000 Microsoft technology skilled consultants



Hello, I'm from HCL! We work behind the scenes, helping our customers to shift paradigms and start revolutions. We use digital engineering to build superhuman capabilities. We make sure that the rate of progress far exceeds the price. And right now, 90,000 of us bright sparks are busy developing solutions for 500 customers in 31 countries across the world. **How can I help you?**

www.hcltech.com

To know more, write to us at hcleas@hcl.com