



Professional Expertise Distilled

Customer Success with Microsoft Dynamics Sure Step

Use Sure Step methodologies to deliver quality, on-time, and on-budget business solutions to your clients

Foreword by Julian Johnson, Vice President EMEA, Microsoft Business Solutions

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Customer Success With Microsoft Dynamics Sure Step Bellefroid Vincent

Chandru Shankar, Vincent Bellefroid



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Customer Success with Microsoft Dynamics Sure Step Chandru Shankar,Vincent Bellefroid,Nilesh Thakkar,2014-01-24 Customer Success with Microsoft Dynamics Sure Step is a focused tutorial of Microsoft Dynamics solution envisioning and delivery rather than a step by step guide into project management It will equip you with the tactics required to plan align and orchestrate your solution selling activities as well as help you to be efficient proactive goal driven and flexible in your Microsoft Dynamics engagements If you are involved in one or more of the roles stated below then this book is for you If you are a Project Manager Engagement Manager Solution Architect or Consultant involved in delivering Microsoft Dynamics solutions this book will teach you how you can improve the quality of your implementation with a consistent repeatable process If you are a Customer Project Manager Subject Matter Expert Key User or End User involved in selecting the right business solution for your organization and delivering the Microsoft Dynamics solution this book will help you determine how the method facilitates the delivery of a solution that is aligned to your vision If you are a Sales Executive Services Sales Executive Technical Sales Specialist Pre Sales Consultant or Engagement Manager involved in the sales of Microsoft Dynamics solutions this book will help you to understand how you can accelerate your sales cycle and bring it to a close If you are the Customer Decision Maker CxO Buyer or Project Manager who participates in the selection process for your business solution needs this book will show you how to determine how this process can help your due diligence exercise and set the stage for a quality implementation of the solution If you are a Change Management expert this book will enable you to learn how you can help the customer manage organizational change during the business solution delivery process and or help solution providers adopt a process for selling and delivering solutions **Microsoft Dynamics Sure Step 2010** Chandru Shankar,Vincent Bellefroid,2011-01-01 The smart guide to the successful delivery of Microsoft Dynamics Business Solutions using Microsoft Dynamics Sure Step 2010 with this book and eBook Mastering Microsoft Dynamics 365 Implementations Eric Newell,2021-04-19 Confidently shepherd your organization s implementation of Microsoft Dynamics 365 to a successful conclusion In Mastering Microsoft Dynamics 365 Implementations accomplished executive project manager and author Eric Newell delivers a holistic step by step reference to implementing Microsoft s cloud based ERP and CRM business applications You ll find the detailed and concrete instructions you need to take your implementation project all the way to the finish line on time and on budget You ll learn The precise steps to take in the correct order to bring your Dynamics 365 implementation to life What to do before you begin the project including identifying stakeholders and building your business case How to deal with a change management throughout the lifecycle of your project How to manage conference room pilots CRPs and what to expect during the sessions Perfect for CIOs technology VPs CFOs Operations leaders application directors business analysts ERP CRM specialists and project managers Mastering Microsoft Dynamics 365 Implementations is an indispensable and practical reference for guiding your real world Dynamics 365 implementation

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