

# Microsoft Dynamics CRM



**Microsoft's Customer Relationship Management (Dynamics CRM) solution helps businesses to employ best of breed Windows-based technology, integrating seamlessly with Microsoft Office and other business tools. DreamTeam consultants enable you to tune, customise and integrate Microsoft Dynamics CRM effectively into your organisation.**

**Total Pool: 83**

## Example CRM Projects & Recent Clients

### Scoping workshop, Dynamics CRM demo and training

Consulting to build a bespoke Dynamics CRM demo e.g. VM use to gain business user buy-in. 5 days initial workshop to scope demo requirement and then customise client solution with training on the demo created.



### Dynamics CRM customisation

Dynamics CRM customisation to allow storage and retrieval of all contacts e.g. screen view or data field customisations to client requirements and bespoke calendaring / task and resource scheduling add-ins.



### Dynamics CRM integration with SharePoint

Linking Dynamics CRM directly into Sharepoint for individual contact document libraries e.g. when a new Dynamics CRM contact is set up a task is automatically executed to create a linked Sharepoint document library based on a range of templates.



### Mobile Access

Blackberry remote access for mobile workers integrating with Blackberry server infrastructure. Links with MS Office, Dynamics CRM and Sharepoint document libraries.

## Example DreamTeam Member CRM Skills

### Workshop developer / trainer

Creation of 3 to 5 day workshops to scope demo requirement and then customise solution with client data, with a final training day on demo for end users.

### Dynamics CRM Consultant

MCSE with 3 years experience in development and integration of Microsoft Dynamics CRM with other MS products including Office, Exchange and SharePoint.

### Developer

MCS qualified developer with experience of Dynamics CRM customisation in a range of vertical markets, specialising in retail and services sectors.

## Application Development

Developer	38
Senior Developer	20
Technical/Solutions Architect	29
Lead Developer	11
Test Manager/Tester	9
Build/Release Manager	2
UI/Graphic Designer	2

## Infrastructure

Consultant	4
Engineer/Help Desk	9
Database Architect/Administrator	11

## Project Management and Consulting

Team Leader	20
Programme/Project Manager	38
Senior Technology Consultant / Technology Consultant	21
Business Analyst/Consultant	29
Quality/Product Manager	4

## Sector Experience

Services and Telco	71
Finance	40
Public Sector	40
Retail	20
Telecommunications	18
Manufacturing	13
Microsoft Direct	16
Pharmaceutical	10

## DreamTeam Member Pool Profile

DreamTeam offers the largest pool of Microsoft experts in the UK. Many DreamTeam members have expertise in multiple Microsoft products and technologies and in several different business sectors.

The tables below profile the DreamTeam pool by Microsoft product, business sector experience, qualifications, roles and availability.

### Total Pool: 1,323

<b>Microsoft Platform and Development</b>		<b>Application Development</b>		<b>Availability</b>	
Windows Server	710	Developer	721	Immediate	597
Visual Studio.net	710	Senior Developer	450	2 to 4 weeks	235
<b>Information Worker</b>		Technical/Solutions Architect	376	Within 4 to 6 weeks	73
Office	237	Lead Developer	184	7+ weeks	406
Exchange	282	Test Manager/Tester	143	<b>Sector experience</b>	
SharePoint	341	Build/Release Manager	35	Services	1045
Project Server	33	UI/Graphic Designer	38	Finance	750
<b>Business Process Management</b>		Software Packager	29	Public Sector	470
SQL Server	908	<b>Infrastructure</b>		Retail	297
BizTalk Server	214	Consultant	212	Telecommunications	237
Content Management Server	86	Engineer/Help Desk	226	Manufacturing	207
Commerce Server	38	Database Architect/Administrator	144	Microsoft Direct	185
<b>Operational Infrastructure</b>		<b>Project Management and Consulting</b>		Pharmaceutical	113
Active Directory	303	Team Leader	326	<b>Microsoft Certification</b>	
SMS	116	Programme/Project Manager	289	MCP	261
ISA Server	71	Senior Technology Consultant / Technology Consultant	324	MCSE	206
SCOM	54	Business Analyst/Consultant	189	MCSA / MCSD	171
OCS	15	Quality/Product Manager	35	MCAD / MCDDBA	113
<b>Business Solutions</b>		<b>Training and Support</b>		MCT	63
Dynamics CRM	83	Microsoft Certified Trainer	35	<b>Project Management Certification/Clearance</b>	
Dynamics Ax, Nav, GP	15	Technical Author	36	PRINCE / ITIL	78
				Security Cleared	37