MTN

THE PROBLEM

MTN require a customer relationship management solution like Dynamics 365 for Sales Enterprise, and Customer Service Enterprise, which is simple to use and can support their teams to build meaningful relationships with their customers. MTN wants an intelligent business application that keeps track of all activity, communication, quotes, phone calls and notes in one environment where it can be accessed by the users and management.

THE SOLUTION

MTN has a technology platform that will allow them to bring together disparate systems that currently house various components of customer data across their teams and their head office. This overarching solution provides them with a 'single record' of each customer and allow effective marketing, sales, and customer service through an intelligent business application.

MICROSOFT TECHNOLOGY UTILISED

Microsoft Dynamics 365 for Customer Service Enterprise

Microsoft Dynamics 365 for Sales Enterprise

the crm team
First Technology Company