



Team up with a progressive Microsoft solutions partner



Bank on our end-to-end solutions



Trust in a long-term partnership

EOH

A Microsoft Partner

At EOH: A Microsoft Partner, we work closely with your organisation to create and implement **robust, future-proof Microsoft Solutions** for your current and foreseen challenges. You won't find any other Microsoft Solutions provider in South Africa that can provide the **depth and breadth of expertise** that we do.

Relationships are fundamental to what we do. By engaging in a **partnership** with you, we learn about your everyday and big picture challenges. The **knowledge and insight** we gain equips us to create solutions that will result in **new efficiencies, cost savings and greater profit margins**.



Microsoft Platform Consulting



Business Intelligence



Enterprise Content Solutions



Microsoft Resourcing



Database Asset Management



Microsoft Dynamics



Licensing Solution Provider



Software Development



EOH: A MICROSOFT PARTNER

Microsoft Dynamics CRM

Microsoft Dynamics enjoys recognition as a **leader in the Customer Relationship Management (CRM) industry** among successful global corporates and independent experts – along with a top ranking position in the Gartner Magic Quadrant. While Dynamics CRM provides **intuitive tools and automation** that help customer care representatives provide superior service while controlling operational costs, at EOH our team of certified CRM specialists deliver out-of-the-box solutions as well as **customised Dynamics CRM 2013** to support Extended CRM scenarios.

Be as agile as you need to be. Dynamics CRM offers you point-and-click customisation, role-based forms, declarative design and powerful developer tools to support your changing needs.

Enjoy user-friendliness and easy adoption. Dynamics CRM is accessible through the already familiar Outlook client, an internet browser or mobile devices.

Be in the Cloud or on-premise. Take advantage of being in the Cloud with its associated benefits: low barriers to entry, low risk and high ROI.

Get valuable insight. Dynamics CRM has the capability to harness your internal data assets and provide your users with a range of insightful business intelligence capabilities that allow you to identify – and leverage off – key trends and track performance metrics.

Optimise your operations to increase your profitability. By automating routine tasks and standardising best practices, Microsoft Dynamics CRM can enhance:

- Sales productivity; by streamlining administrative tasks and sales processes,
- Marketing effectiveness; by offering you tools that function across the campaign lifecycle to help you create, target, manage and improve campaign tracking,
- Service Desk capabilities; by logging Tickets or Cases, tracking any known issues, managing escalations and meeting SLA requirements and entitlements.

Contact us today to learn more about the ways in which Microsoft Dynamics CRM can simplify and enhance your business processes.

DANIEL TURTLEDOVE

T +27 87 295 0701 C +27 82 440 3333 E daniel.turtledove@eoh.co.za



EOH: A MICROSOFT PARTNER

Microsoft Dynamics AX

Microsoft Dynamics AX is an Enterprise Resource Planning (ERP) solution for medium to large companies. **EOH is a Microsoft Gold certified Dynamics solutions provider** and we base our engagements on our Right First Time project and implementation approach, tying into Microsoft's SureStep methodology. We take pride in our team of 30 certified Dynamics AX consultants who will help you to discover all the ways in which EOH and Dynamics solutions can **create new efficiencies and streamline your business processes** with proven, purpose-built, out-the-box industry capabilities.

Out-the-box solutions are offered to:

- Manufacturers (process, discrete and lean)
- Retailers
- Public sector organisations
- Professional service industries.

Dynamics AX offers a comprehensive set of core business and ERP functionalities in:

- Financial management
- Operations management
- Human resources.

Microsoft Dynamics AX is a strong solution for your business because:

- It's flexible and extendable
- It enables users to combine solutions from various industries
- It empowers your business to anticipate and embrace change at short notice - and to use this to differentiate your business
- It offers the familiar user experience of Microsoft Office and SharePoint, significantly reducing the amount of time required to train users.

Contact us today to discover the ways in which EOH and Microsoft Dynamics AX can help you to differentiate your business.

GRAHAM PATERSON

T +27 87 295 0701 C +27 71 376 7664 E graham.paterson@eoh.co.za