SUCCESS STORY: LIVEWIRE TECHNOLOGIES

LiveWire Technologies replaced its existing CRM platform Autotask by Dynamics 365 Customer Service for better customer information management.

LiveWire Technologies – A IT Consulting Firm

About LiveWire Technologies:

LiveWire Technologies is a Texas based global system integration & consulting firm, mainly focused on document management and hosting solutions for the legal marketplace to include; document management, domain hosting, server replication, device management, and security.You can explore more about them here http://www.livewiretechnologies.com/

Business Challenges:

The client was using Autotask as CRM tool however, as the business grew over the years, new challenges emerged due to outdated information management system's features and this caused painful inefficiencies. They were looking to overhaul their entire CRM system and exploring a new one to avail features like case management, invoice, search capabilities, Time entries and more.

Solution Delivered:

CloudFronts replaced their existing CRM platform Autotask and deployed Dynamics 365 Customer Service. The deployment of new Microsoft Dynamics CRM introduced new capabilities like robust search option, Ticketing, Notes capture, Time entries etc.

Seamless ticketing process (case support) in Dynamics 365 Customer Service ensured all relevant members are updated about the support cases and now, they can search notes, updates and status of all cases instantly across the system to find any information related to it and take action if required.

Further, Time entries system enabled strict timelines for resolution on the clients' support cases, thus making it possible for the team to work systematically.

CloudFronts also worked closely with the client to integrated their current accounting system QuickBooks to Dynamics 365 Customer Service to get the overview of their customers' invoices in the same portal (without switching to Quickbooks). LiveWire team can access their client's invoice directly in Dynamics 365 Customer Service. It should bed noted that they were already using Microsoft Office 3

"From the beginning to the end of our D365 project, we were kept well informed and worked with a great team! We relied on their experience with the product to assist us in our use case and look forward to expanding on this platform"

— Angela Watson, President, LiveWire Technologies, Inc.

Key Technologies:

1. Dynamics 365 Customer Service

Post Go Live:

Post-Go-live, the client team reported the following benefits:

1. They can now leverage new requisite features in Dynamics 365 Customer Service. like case management, invoice, search capabilities, Time entries in Dynamics 365 Customer Service. This will avoid the confusions related to the support cases.
2. Since there is a better case management system in place, they can now easily avoid the confusions, and work on cases efficiently. Senior staff members are also now seamlessly updated about the cases.
3. Time entries for the resolution of cases enable real-time updates from the respective associates, thus reflecting huge transparency in operations.
4. Accounting software Quickbooks and Dynamics 365 Customer Service now ensures customer invoices are visible on a real time basis in CRM itself. So your sales staff can make more informed decisions with their prospects and accounts.