

Customer Success Story – The Alternative Board (TAB) Dynamics 365 Sales & Case Management and Google Workspace to Microsoft 365 Migration

CloudFronts helped India-based The Alternative Board (TAB) to implement Microsoft Dynamics 365 Sales & Customer Service to enable Sales Process & Case Management automation and migrate from Google Workspace to Microsoft 365.

About The Alternative Board (TAB)

TAB is a business consulting firm that helps forward-thinking Business Owners grow their businesses, increase profitability, and improve their lives by leveraging Local Business Advisory, Private Business Coaching, and proprietary Strategic Services. Learn more about The Alternative Board at <https://thealternativeboard.in/>

Business Challenges

TAB is looking to implement Microsoft Dynamics 365 Sales & Customer Service to enable sales process and case management automation to streamline its business operations.

TAB also wanted to migrate from Google Workspace to Microsoft 365 and desired full-fledged training for end-users on how to use Dynamics 365 & Microsoft 365 to ensure a formal, structured learning experience.

Solution

CloudFronts helped TAB implement Microsoft Dynamics 365 Sales & Customer Service to quick start sales process automation for Leads, Prospects & Opportunities, and Case Management Automation to manage Cases.

In addition, CloudFronts helped TAB to migrate from Google Workspace to Microsoft 365 and take full advantage of the Microsoft ecosystem. CloudFronts also delivered User Training to ensure that TAB takes full advantage of Dynamics 365 & Microsoft 365.

Key Technologies

1. Dynamics 365 Sales
2. Dynamics 365 Customer Service
3. Microsoft 365

Post Go-live

Post-Go-live, TAB was able to report the following benefits:

- The project enabled TAB to kick start its digital transformation with Microsoft Dynamics 365 Sales & Customer Service.
- The automation streamlined business-as-usual sales & case management processes.
- Microsoft 365 enabled better collaboration and integration on both mobile and desktop Apps.

Email us your requirements at ashah@cloudfronts.com or fill out the [contact us form](#).