

Bring Your Content and People Together

Success today relies more heavily than ever on fast access to information. The simple act of accessing accurate information quickly —be it customer information or documents— gives businesses an advantage over the competition in terms of strategy, marketing, sales, and levels of service.

Having access to accurate information relies on its central storage and management. Two key, but totally separate, market offerings have developed in response to this need to create a central view, or repository, of information: **Enterprise Content Management** and **CRM**.

Today, we see a long-awaited merging of these two key market offerings in Microsoft's latest versions of Dynamics CRM and SharePoint. **This merging brings the market one giant leap closer to achieving a single view of people, relationships and information. A single view which puts companies one step ahead of their competitors.**

Work Smarter with Relate Technologies

Relate Technologies helps companies work smarter by delivering technology solutions that put the right information in front of the right people: a sales manager and the latest pipeline report, a telesales consultant and the latest pricing and product information, a customer service representative and a client's contract, or a marketing manager and the latest campaign results.

Relate Technologies and Microsoft make it possible. Our experience and skills in implementing **SharePoint** and **Dynamics CRM**, along with a solid track record in integration and custom development of **.NET applications**, have helped companies such as **Vodafone, MWEB, Foschini, Retail Credit Solutions (RCS), Sanlam Investment Management, Exeter Friendly Society** and **Coronation Fund Management** work smarter by bringing their content and people together.

A hand-drawn letter 'A' in black ink, positioned on the left side of the page.

"Employees are suffering from both information overload and information underload.

As a result, the typical information worker now spends up to one quarter of his or her day searching for the right information to complete a given task."

A hand-drawn letter 'B' in black ink, positioned on the right side of the page. A curved arrow points from the 'A' to the 'B'.

A Solid Technology Foundation for Innovative Solutions

We help our clients work smarter by developing Microsoft technology based solutions for:

- Knowledge Centres
- Document Automation
- Workflow Design
- Customer Service Operations
- Sales & Marketing Management
- Bespoke Business Applications

These solutions are based on any or all of the core technologies listed below along with complementary products, such as **Qorus** for SharePoint Document Automation, and **K2** and **Nintex** for Workflow Design to extend functionality and increase the ROI of your Microsoft applications.



SharePoint is Microsoft's best selling server product to date thanks to its flexibility, versatility, ease-of-use and easy set-up. SharePoint is many applications in one solution: Document Management, Enterprise Search, and Dashboards, as well as a Platform for the development and management of Internet, Intranet and Extranet websites. It's also a highly customisable platform that can be used to develop your own solutions. The power of **SharePoint is its ability to give companies a central view of all content and information across the organisation via a single interface or set of dashboards.** It gives people the tools to share information and work together more efficiently across an ocean or an office.



Microsoft Dynamics CRM provides companies with a highly customisable application for managing contacts, their relationship to your business, and all associated communications via the familiar and easy to use **Microsoft Outlook interface.** Comprised of three core components— Marketing Automation, Sales Automation and Service Automation— **Dynamics CRM creates a central view of all communications and activities between the company and customers, partners, vendors, suppliers, prospects or any other people in contact with your business.** All enabling you to drive more sales, increase the effectiveness of your marketing campaigns and increase service levels and response times, with considerably less effort.



.NET is Microsoft's software development framework that enables developers to use the same set of skills to **rapidly build custom Windows and Web applications or extend the functionality of Microsoft applications,** such as Dynamics CRM and SharePoint. Relate Technologies' development team can build robust custom applications that seamlessly integrate with any application running on the Windows operating system and ensure a higher return on existing Microsoft applications.

Microsoft Gold Competencies

As a **Microsoft Gold Certified Partner**, and holder of **Gold Competencies in Portals & Collaboration and CRM**, we have the proven skills, experience and excellent levels of service in our areas of competency. This means that every year our teams are trained and skilled up in the latest Microsoft technology relevant to their area of expertise. It also means that every year we maintain high levels of client satisfaction. Ultimately, it means that your organisation is in capable hands when it comes to developing, maintaining and supporting Microsoft based solutions.

Visit www.relatetech.com and let us know what problems or challenges your organisation faces today.

Together with you, we'll use our choice of technologies, experience and skill set to develop a solution that will help your people work smarter.