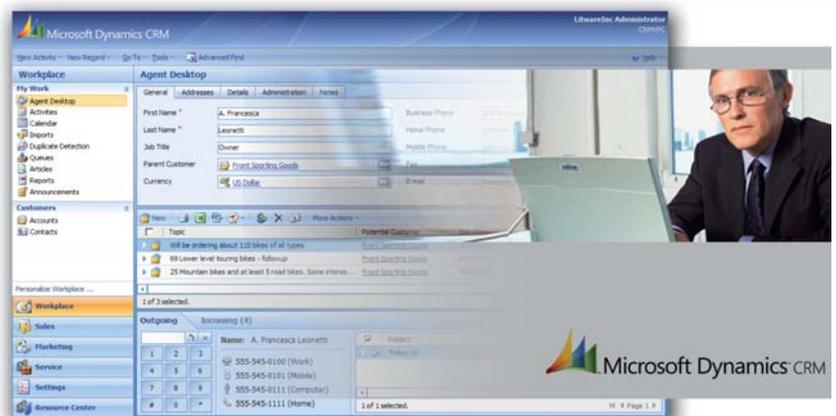XE2 removes the complexity of operating Exchange e-mail, Archiving, SharePoint, CRM and BlackBerry. We manage and host everything so you can keep working at 100%

at a glance:

- a fast, flexible and affordable way of organising different types of sales information

- run your CRM software in your browser or in Outlook, online or offline

- designed to integrate with Microsoft Outlook – intuitive to learn and use

- real benefits for a wide range of users, across sales, marketing, service and sales support teams

- sales: create demand and generate new business

- marketing: better decision making and a clearer view of customers

- customer service: respond faster by delivering the right answers in real time

Hosted customer relationship management (CRM)

product datasheet

Why choose Microsoft Dynamics CRM?

For a business that wants to grow and succeed, few things matter more than connecting with customers. But adopting CRM software has been difficult for many organisations, since it can be complex and difficult to learn. Employees can sometimes even resist adopting CRM software because it forces change in their work routines.

Microsoft has brought CRM software into a new era with Microsoft Dynamics CRM. It is a flexible solution that works the way a company works, adapting to each business culture with its unique way of responding to customers.

Even if your sales processes are quite complex, this software can help you make better business decisions. It has easy-to-use features and capabilities to help you improve sales and marketing – whether by targeting new customers, managing marketing campaigns, or supporting sales activities.

The Microsoft Dynamic CRM software user interface is designed to integrate with Outlook. That's why it's intuitive to use, and training is simple too. In fact, it's easier to learn than any other product on the market.

You can be in touch with your customers even when you're out of the office. You can run your CRM software in your browser or in Outlook, online or offline. All these options are included in our service package.

XE2 is a Microsoft Gold Certified Partner. We have designed and delivered a scalable hosted Exchange platform, incorporating Microsoft CRM. This frees you from needing any messaging systems on-site as XE2 manages and maintains both services.

xe2 keep working at 100%

What's included

- full Microsoft Dynamics CRM 4.0 feature rich functionality
- full Microsoft Outlook for each user
- the latest 'push technology' for Windows Mobile and BlackBerry
- complete security, through NTT Europe Online
- firewalls and industry leading anti-spam / anti-virus measures
- full back-ups, service guarantees, and disaster recovery
- a future proof solution that upgrades with the product life cycle
- a managed exchange portal
- pay as you go monthly model on a per user basis

Feature list

Microsoft Dynamics CRM 4.0 is a fully integrated system that gives you the capability to easily create and maintain a clear view of customers from first contact through purchase and post-sales.

Marketing

More informed marketing investments and segmented customer marketing, via a workflow-driven model:

- campaign planning and execution
- data extraction and cleansing
- analytics and reporting
- marketing / sales collaboration tools

Sales

Get more leads and close more business:

- lead and opportunity management
- account and contact management
- forecasting and sales analytics
- quick access to products, pricing and quotes

Customer service

Provide more value to customers:

- account and contact management
- product and contract management
- service scheduling
- workflow across teams and groups

Why choose XE2?

Our customers demand a secure, reliable and financially sound service of the highest quality.

Unique in our field, XE2 delivers class-leading service built on our partnership with NTT Europe Online, giving customers one of the best solutions in the market today. They are also a Microsoft Gold Partner, and accredited with BS7799, ISO 9001 and SAS 70.

We offer comprehensive services and products, with all the necessary hardware and software included – either hosted at NTT Europe Online's data centre, or on your own premises.

We focus on cost efficiency to ensure affordability, and we add real value to your business – increasing efficiency, peace of mind and flexibility.

Altogether, this delivers a formidable solution for organisations of all sizes.

Our service partners:

NTT Communications | **NTT Europe Online**

QUEST SOFTWARE

BlackBerry

Microsoft GOLD CERTIFIED *Partner*

PC-WARE

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