



# ELEVATE YOUR CUSTOMER ENGAGEMENT WITH SONOMA PARTNERS

Sonoma Partners has 16 years of experience elevating customer engagement with Microsoft Dynamics, with a deep focus on enterprise mobility, and the manufacturing and professional services industries.

sonoma  
PARTNERS 

# OUR CLIENTS

We're the people who help companies like Grant Thornton, Moss Adams, Plante Moran, Wacom, Blue & Co., New Belgium Brewery, Mark Anthony Brands, Brooklyn Brewery (and hundreds more) run more efficient and profitable businesses with the power of Dynamics 365.



## SONOMA PARTNERS + MICROSOFT = YOUR WINNING COMBINATION



2017 (Finalist)  
2016 (Winner)  
2015 (Finalist)



Ranked in the top 1% of Dynamic global network of partners nine years in a row (2009-2017)



We have 2 of the 50 US MVPs on our team



Named an inaugural Microsoft ISV Development Center in 2017, recognized for our CRM specialization

### JOIN US AT THE



See + Speak with Sonoma Partners at the D365/CRMUG Summit 2017 at Booth 811.





## CRM ENVISION

Sonoma Partners can help your organization develop a long-term roadmap for your CRM program.

Our proprietary service, CRM Envision, helps our clients develop a strategic roadmap to guide their CRM program from conception, through implementation, and beyond.

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### Key outcomes when Envision is implemented:

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- » Define Strategic Goals of the Program
- » Develop Long-Term CRM Roadmap
- » Identify Key Metrics to Evaluate Success

LEARN MORE ABOUT CRM ENVISION ▷



## CRM ENGAGE

Sonoma Partners can help you navigate the critically important parts of user adoption based on your company's needs.

Our proprietary service, CRM Engage, helps our clients establish a framework that includes all of the tools necessary to implement CRM and achieve high levels of end user adoption.

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### We offer two levels of user adoption services:

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- » **Customer-Led:**  
We'll provide you with our CRM Engage adoption best practice tools and templates including sample deliverables.
- » **Sonoma Partners-Led:**  
In addition to the CRM Engage adoption tools and templates, we'll drive the key activities needed to establish an adoption program.

LEARN MORE ABOUT CRM ENGAGE ▷



## CRM IMPLEMENTATION

Sonoma Partners specializes in triaging stalled or stale CRM deployments.

As a D365/CRMUG Summit attendee – it's highly likely that you've already made the investment into the Dynamics platform.

If you want to enhance or improve upon your existing system, look no further.

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### We're the team that can help you help you answer the following questions:

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- » Is your current CRM deployment under-performing?
- » Do you feel like you need to revitalize your existing CRM program?
- » Do you need to breathe life back into your workforce and reinvigorate their commitment to using CRM?

LEARN MORE ABOUT CRM IMPLEMENTATION ▷



Azure Machine Learning

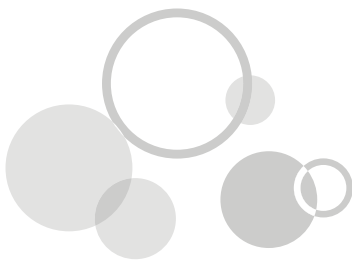


Power BI

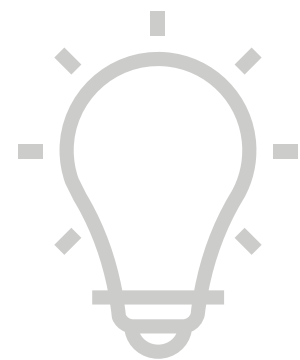
SEE THIS (AND A LOT MORE)  
IN ACTION AT

**BOOTH  
811**

sonoma  
PARTNERS



Relationship Insights  
for Dynamics 365



Dynamics 365 for  
Customer Insights



SCHEDULE A MEETING WITH SONOMA PARTNERS DURING THE D365/CRMUG SUMMIT.



HAVE A QUESTION ABOUT YOUR CURRENT DEPLOYMENT?



INTERESTED IN LEARNING ABOUT AZURE MACHINE LEARNING,  
POWER BI, ANALYTICS AND MORE?



Contact us at [events@sonomapartners.com](mailto:events@sonomapartners.com) to set up a meeting time with a member of our team.