



## PwC and Microsoft

# Transform Your Customer Service with PwC and Microsoft's Dynamics 365 Contact Center

### Elevate Your Customer Experience

In today's fast-paced world, exceptional customer service is a key differentiator. PwC is your implementation partner for Microsoft's Dynamics 365 Contact Center, an AI driven digital solution, designed to streamline customer interactions and enhance service delivery across multiple channels including voice, chat, and email.

### Why choose PwC

PwC brings global best practice customer transformation, technology and business capabilities to ensure your Microsoft's Dynamics 365 Contact Center implementation is a success.

### Here's why PwC stands out:



**Human-led, Tech-powered Solutions:** We combine human insights with advanced technology to deliver solutions that are both innovative and practical.



**Channel Strategy and Optimisation:** Our approach ensures that your contact center operates efficiently across all communication channels.



**Industry Leading Tech Design and Implementation Expertise:** We successfully design and deliver technology implementations of all sizes across the globe, minimising impacts to businesses, staff and customers



**Best Practice Change Management:** Facilitate long-term adoption and continuous improvement with our expert change management strategies.



**Accelerators Including AI:** To 'not start from scratch' and deliver faster



**Customer-led Transformation:** Truly understand and deliver on customer needs, able to scope out value drivers and grasp business complexity and change management

# 94%

of customers say a positive customer service experience makes them more likely to make another purchase.

# 75%

of customers believe it takes too long to get a service response.

# 73%

of all people point to customer experience as an important factor in their purchasing decisions.



## Aligning Business, Technology, and Customer Needs

Often, business and technology are misaligned, leading to solutions that fall short of strategic objectives. PwC bridges this gap by aligning business, technology, and customer needs to deliver truly customer-centric solutions.

- **Cost Savings:** Competitive pricing and enhanced offerings lead to immediate cost reductions for our clients.
- **Innovation:** Access to cutting-edge technology, advice and tailored solutions.
- **High-Quality Service:** Expert support and personalised assistance ensure a seamless experience.
- **Out of the Box (OOB) or Custom Solutions:** Opt for our industry led OOB option or our flexible customized solutions, designed to meet your specific needs.
- **Strategic Growth:** Continuous improvements and long-term partnership commitment drive strategic growth.
- **Increased Trust:** Proven reliability and stable partnerships build trust and confidence.

## Proven Success

PwC has a track record of successful Microsoft's Dynamics 365 Contact Center implementations, including:

- Transforming contact center operations in response to increased call volumes during the pandemic.
- Establishing a new contact center for critical health services.
- Implementing a Police Assistance Line to provide new communication channels and reduce non-urgent calls.

PwC takes the time to deeply understand the challenges you face with customer interactions. The first step is booking a meeting with our team to discuss your current approach and how it connects across your business.

## How We Deliver

- **Discover:** We leverage deep industry experience to rapidly analyse your current environment, understand your customers and opportunities to solve for
- **Optimise:** Drive immediate cost savings and de-risk implementation.
- **Design:** Combine business expertise, customer-centric design, and best practice technology capabilities to design a solution focused on your customers needs and business outcomes.
- **Deploy:** Conduct a seamless deployment and utilize expert change management capabilities to train, uplift, and empower your teams.
- **Support:** Provide ongoing security, compliance, and optimization to stay ahead of evolving trends.

## Engage with PwC today!



## Contact Us

Ready to transform your customer service?  
Contact our experts today:



### Tracey Kennair

Partner | Microsoft Alliance Lead  
+61 400 878 607  
[Tracey.Kennair@au.pwc.com](mailto:Tracey.Kennair@au.pwc.com)



### Christina Mahimarajan

PwC | Director  
+61 412 337 112  
[christina.mahimarajan@au.pwc.com](mailto:christina.mahimarajan@au.pwc.com)