



**RG Connect 2009**  
Extend Your Reach

 **The Resource Group**  
2009INNERCIRCLE  
for Microsoft Dynamics


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## Microsoft CRM Accelerators




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**RG Connect 2009**  






## What Are Accelerators?



**Add-on modules** that deliver extended capability to Microsoft Dynamics CRM 4.0

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## Each Accelerator May Consist Of:

- 
**Data**
  - Entities, Forms, Views
- 
**Workflow**
  - Workflow configurations
- 
**BI**
  - Business intelligence (e.g. custom reports)
- 
**Source Code**
  - Full source code samples (strictly adhering to SDK guidelines)
- 
**Documentation**
  - Installation, operation, localization, and extending the solution



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## Accelerators for MS CRM



- Event Management
- Extended Sales Forecasting
- Analytics
- eService
- Enterprise Search
- Sales Methodologies
- CRM Notifications
- Business Productivity
- CRM Mobile Express



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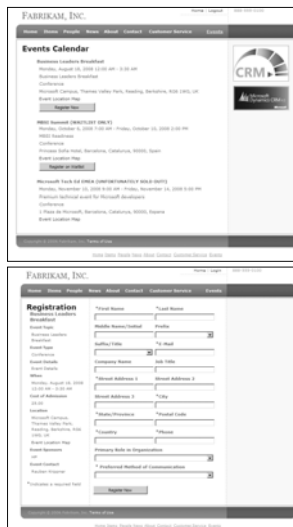
# Event Management

## WHAT IS IT?

- Functionality to plan, execute, and review events

## ALLOWS USERS TO

- Plan venues, presenters, sessions, sponsors and event capacity
- Send invitations, automate web registrations, waitlists and track event attendance



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# DEMO

Event Management Accelerator



# Extended Sales Forecasting

## WHAT IS IT?

- Enriched forecasting mechanism for Microsoft Dynamics CRM 4.0

## ALLOWS USERS TO

- Quickly classify pipeline as High, Low or Commit
- Track budget for nominated periods
- Generate forecast reports



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# DEMO

Extended Sales Forecasting Accelerator



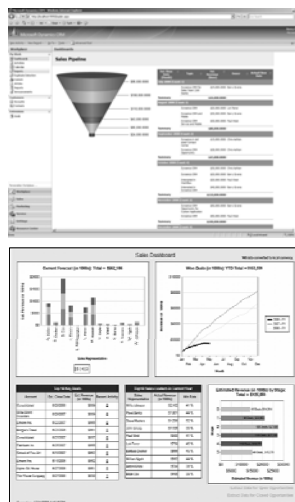
# Analytics

## WHAT IS IT?

- Extended BI for Microsoft Dynamics CRM 4.0
- Delivers sales, service and operations dashboards

## ALLOWS USERS TO

- View rich scorecards through SSRS, SharePoint and PerformancePoint Server
- Browse pre-built OLAP cubes for deeper analysis



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# DEMO

Analytics Accelerator



# eService

## WHAT IS IT?

- A configurable self-service portal for enhanced customer service through Microsoft Dynamics CRM 4.0

## ALLOWS USERS TO

- Edit their profile
- View, raise, close and re-open cases
- Search the Knowledge Base
- Schedule services



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# DEMO

eService Accelerator



# CRM Mobile Express

## WHAT IS IT?

- A configurable web based mobile CRM option for all mobile web browser platforms to delivered to your mobile device.

## ALLOWS USERS TO

- View information within Dynamics CRM 4.0
- Search, Update and Edit records
- Keep CRM information available on the go



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# DEMO

CRM Mobile Express



## Pricing & Licensing



- Accelerators for Microsoft Dynamics CRM 4.0 are released **at no cost**.
- **Review the licensing implications for each one** (e.g. if you implement the portals then you will require an external connector license). Documentation will be provided with each accelerator discussing specific licensing requirements.



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## Download and Localization



- All Accelerators will be available from **Codeplex**, and linked to from various websites such as Pinpoint – exact download locations will be communicated.
- **Localization** strategy is being finalized but **MINIMUM** commitment is 5 languages (German, Dutch, French, Italian, Danish) for the following accelerators:
  - Analytics
  - eService
  - Event Management
  - Extended Sales Forecasting
  - CRM Notifications
- Non-English versions will be released **before the end of CY2008**



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QUESTIONS?

