

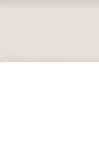
How companies are using AI to drive demand and close deals faster

Deepen customer relationships and empower seller productivity with a full-funnel sales solution powered by next-generation AI in Microsoft Dynamics 365.

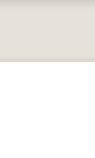
Our latest customer stories show how businesses like yours:



Unify data across the organisation to provide a 360° view of customer profiles



Uplevel sales forecasting and revenue operations with integrated AI and real-time data insights



Empower sales teams with AI-generated recommendations and task assistance

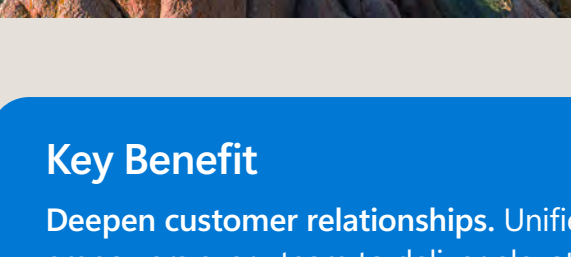
Save **75%**

on the time it takes to develop a customer journey*



Work smarter with Microsoft Copilot

Sales teams are more productive and efficient in their daily work with Copilot, an AI assistant. A chat interface gives sellers a quick summary of their opportunity and lead records, catches them up on updates and prepares them for meetings.



NORTHROP & JOHNSON

A global leader in luxury boat and superyacht sales, service and charters

Transforming the customer experience through digital innovation

Key Benefit

Deepen customer relationships. Unified data across sales, marketing and service empowers every team to deliver elevated, personalised customer experiences through tailored engagement and data-driven insights.

Opportunities

- Targeted marketing and superior service are essential for high-value client engagement
- Digital transformation lagging across the industry gave Northrop & Johnson an opportunity to differentiate

Outcomes

- 250,000 customer profiles give sellers a 360° view of each client
- 250% increase in charter bookings since implementing Dynamics 365



The new Copilot capabilities in Dynamics 365 Customer Insights are a game changer. We expect they will fundamentally transform our marketer's workflow – helping save time, boost productivity and enrich the quality of engagement with our customers."

Keith Perfect, Director of Technology & Intelligence

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STERNET

CENTRUM NAPĘDÓW

Polish distributor and factory service provider

Equipping sellers to be more efficient and effective

Key Benefit

Empower seller productivity. Reduce and automate mundane tasks and unlock the full creativity of your workforce with Microsoft Dynamics 365, designed to streamline operations and help teams focus on strategic gains.

Opportunities

- Need for a more robust CRM to manage an extensive network of contractors and clients
- Need for advanced tools to support employees to work remotely and collaborate seamlessly

Outcomes

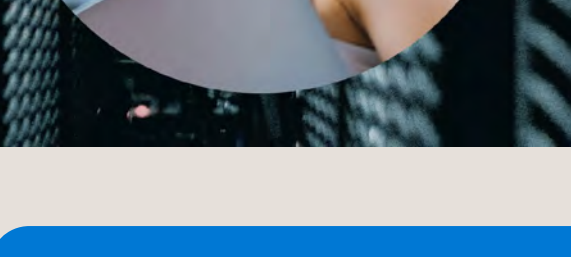
- 9,000 customers supported by a remote workforce using advanced collaboration tools and systems
- 40% reduction in time spent on data verification tasks



Each employee can develop an individualised dashboard with tailored views and charts that allow them to monitor their work. This enables employees to achieve their objectives."

Adam Dziura, Sales Director

[Read the full story >](#)



Lenovo

A global powerhouse in technology solutions

Streamlining global sales across 180 markets

Key Benefit

Accelerate revenue generation. Boost productivity and profitability with streamlined and shortened sales cycles, improved customer service and responsiveness with Dynamics 365.

Opportunities

- Disparate systems lacked a centralised and harmonised data source
- Non-standardised systems across global teams created misalignment and hindered sales planning efforts

Outcomes

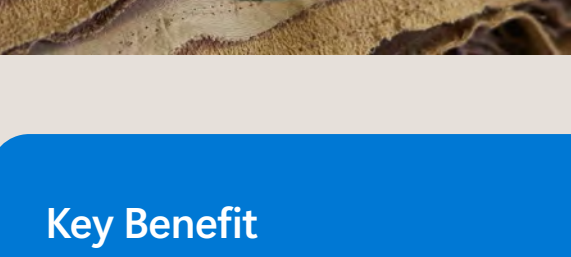
- USD 1.3 billion increase in potential annual global sales
- USD 4 million yearly savings by consolidating third-party apps



Streamlined and shortened sales cycles improved customer service and responsiveness, boosting Lenovo's productivity and profitability. "We're seeing the benefit of having a standardised system and a global view to all geographies' activities."

Wei Bi, Business Strategy Senior Manager

[Read the full story >](#)



NATUZZI

An Italian luxury furniture manufacturer

Redefining the customer experience with a data-first approach

Key Benefit

Anticipate customer needs. Empower sales teams to deliver seamless customer experiences using insights and greater visibility with Dynamics 365 Customer Insight.

Opportunities

- Rapid expansion led to a broadened customer base, challenging the ability to provide personalised service with existing tools
- Desire to deliver an elevated, harmonious customer experience aligned with sophistication and beauty of the brand

Outcomes

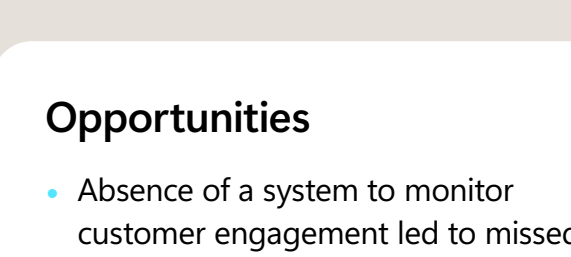
- 1,200 retail touchpoints delivered bespoke experiences for every audience
- 68% increase in number of customer profiles led to a richer understanding of customer behaviour and preferences



In a disjointed selling environment, we can follow each customer much better with improved ongoing messaging, promotions and events. With targeted campaigns, we are moving contacts to prospects and prospects to customers."

Pierangelo Colacicco, Chief Information Technology and Digital Innovation Officer

[Read the full story >](#)



element

A global provider of materials testing, inspection and certification services

Filling the sales pipeline with AI-validated leads

Key Benefit

Optimise revenue forecasting. Harness real-time insights from your sales pipeline to refine revenue expectations using Microsoft Dynamics 365 Customer Insights.

Opportunities

- Absence of a system to monitor customer engagement led to missed opportunities
- Lack of insights into identifying customers ready for upselling presented a significant challenge

Outcomes

- 60,000 customers are now part of the expanded global customer base
- 50% of automated daily assignments now lead to immediate or potential work, marking a substantial improvement from the previous 9% yield of cold call techniques

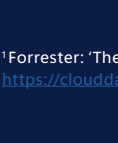


Dynamics 365 Customer Insights is our unification engine and helps identify trends and reduce churn. It's early days, but the investment is already paying off and improving sales outcomes."

Renaë Leary, CCO, Element Materials Technology

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Learn more about Microsoft Dynamics 365



Microsoft Dynamics 365 Sales

A customer relationship management solution for sales, powered by real-time insights and next-generation AI that help sellers and sales teams increase productivity and close more deals.

Microsoft Dynamics 365 Customer Insights

A customer data platform and customer journey orchestration application that unifies data across sources to get a single view of customers, unlock insights to power personalised experiences and create personalised journeys at all touchpoints.

Explore Dynamics 365 AI-powered sales and marketing solutions



*Forrester: "The Total Economic Impact of Microsoft Dynamics 365 Customer Insights", Forrester Research, Inc., April 2024. <https://www.dynamics.com/forrester>