

## OUR VERTICAL SOLUTION

## bvc. ai crm.

A vertical CRM on Microsoft Dynamics 365 and the Power Platform, with AI embedded from day one.

It combines industry-ready configurations with the know-how from our delivered projects, so you start with a working CRM in weeks rather than months – and keep extending it without changing platform.

## HOW IT STARTS

01

**Industry-ready**

Pre-configured data models and processes for pharmaceuticals, retail, banking, real estate and more.

02

**AI built in**

Insights, document AI and data cleansing work from day one, not as a future project.

03

**Connected to your ERP**

Bidirectional integrations with SoftOne, Entersoft and SAP HANA for a single customer view.

04

**Go live in weeks**

A working system quickly, fully extensible across the Power Platform and Azure.

## WHAT YOU GET

**AI Insights**

Sentiment analysis, automatic communication summaries and suggested next-best actions per customer.

**Data cleansing**

AI flags incomplete or incorrect fields (addresses, phone numbers, VAT IDs) and proposes fixes.

**Map visualisation**

Customers, visits and opportunities on an interactive map, for route planning.

**Document AI**

Automatic recognition of invoices and documents, filed and classified straight into the CRM.

**Duplicate detection**

Smart matching finds duplicate records and proposes a merge, preserving full history.

**Ticket management**

Support requests with priorities, SLAs, team assignment and full communication history.

## MODULES

- Invoice Control
- Asset Management
- Employee Onboarding
- Ticket Management

## TECHNOLOGY

Dynamics 365

Dataverse

Power Automate

Power BI

Power Pages

Azure AI

15+

YEARS OF EXPERIENCE

7+

INDUSTRIES SERVED

Weeks

TO GO-LIVE

MICROSOFT-CERTIFIED TEAM — PL-900 • PL-200 • PL-300 • PL-400 • PL-600