

Global Data Quality for Microsoft Dynamics 365

Quickly capture, standardise and validate addresses, email addresses and phone numbers in your CRM

Gold
Microsoft
Partner



Protecting the integrity and quality of contact data within Microsoft Dynamics 365 is an on-going challenge due to multiple users and points of data entry, as well as a high reliance on customers and employees to input data correctly. Without a solution in place to ensure the data is accurate and complete, you risk having issues with business processes, missed sales opportunities and a poor customer experience.

As a certified Microsoft Gold Partner, our global data quality solution integrates seamlessly into Microsoft Dynamics 365 for Sales, Marketing, Field Service and Customer Service to ensure only accurate addresses, email addresses and phone numbers for your customers and prospects are captured and stored in your CRM system.

How it works

The app validates and standardises postal addresses, emails and phone numbers at the point of capture to prevent inaccurate data from entering your system. Plus enrich records with a host of datasets, metadata and components to deepen customer understanding from day 1.

Address validation: Checks addresses against official postal files and features autocomplete technology to reduce the time taken to enter an address by up to 80%

Email validation: Checks with the mailbox provider that the email exists and can receive mail, corrects format errors, identifies consumer and business domains, and removes temporary and harmful emails.

Phone validation: Checks that the number exists and is contactable, corrects format errors, flags disposable numbers and returns information inc. number type*, country of origin, porting status.

Features and coverage

- Global data coverage; 250 countries for address and 220+ for phone
- Validation against official phone network and postal sources such as Australia Post, New Zealand Post, Royal Mail and USPS
- Simple deployment of a single solution package
- Default configuration with no coding required
- Real time contact data validation and standardisation
- Compatible with on-premise, hosted or hybrid deployments of Microsoft Dynamics 365
- Autocomplete functionality for address searching
- Live ping to email inboxes and phone networks
- Validation status and timestamp provided
- Built on Power Apps Component Framework (PCF)
- Data licensed on a transactional or annual basis
- Quick integration in less than 30 minutes
- Easily setup data validation in Power Pages forms

*Landline validation available in selected countries.

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Benefits



Improve conversion rates

With accurate contact data, you'll drive better engagement and conversion rates with marketing campaigns while enhancing your sender reputation.



Enhance your customer service

With accurate contact data, you can ensure important updates reach the intended recipients and reach customers whenever you need to.



Maximise sales opportunities

Remove the potential for human error and ensure only accurate data is collected to enable your sales teams to follow up on leads.



Cut operational costs

Correcting data issues in your CRM system takes time and money. Capturing correct contact data the first time enables employees to focus their time where it matters most and improve productivity.

- Standardise, complete and validate a postal address on the account creation page

- View clear validation responses and time/date stamps for email & phone data on all Microsoft Dynamics 365 Views.

For more information, please get in touch

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