



SII LUBLIN TEAM

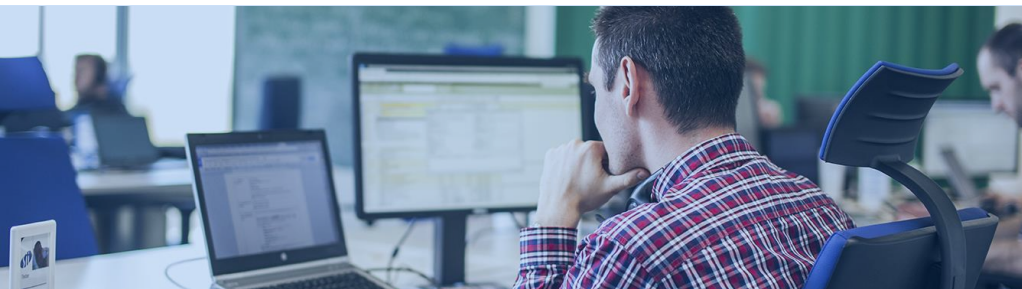
Power Apps Customer Portal

A platform for **Pharma Manufacturers and Pharma Contractors** which supports business processes.

With a constantly growing number of customers, handling sales and service processes becomes a challenge. The Customer Portal, which improves communication with customers and information flow as well as provides high-quality service, is a perfect solution.

Product description

We introduce a cloud platform for the execution of business processes at the point where the organization and the client meet. With it, all tools and information your customers need are available in one place. Ordering products, registering a complaint or downloading a document is no longer a problem. This self-service platform integrated with Microsoft Dynamics 365 offers selected MS Dynamics functionalities to the customers.



Why do you need the Customer Portal?

- ✓ Platform for existing and new customers
- ✓ Two parts – public and self-service
- ✓ Public access to your Offer
- ✓ Self-service for customers supports the ordering process and document circulation
- ✓ Portal integrated with your MS Dynamics 365 – you don't need a CMS

» Self-service platform

- Complete information about the Offer in one place
- Quick insight into the activity history for your organization's customers
- Sales and customer service processes without the involvement of the company's employees
- Document management

» Saved time and money

- Easy-to-implement Portal
- Implementation consisting mainly in configuration
- Integration with MS Dynamics through built-in mechanisms
- Use in pharmaceutical companies, CDMOs, etc.

» Easy use and development

- Easy to use
- Adding a new feature requires no programming
- Configurable forms and permissions at MS Dynamics level

“*Since launching the Customer Portal, we have had better control over the sales processes of our products and services. Customer service has been naturally moved from our Call Center to the Portal and has become more efficient.*”

Pharma Company, Program Manager