



Nortek Global HVAC Deploys Microsoft Dynamics 365 to Modernize Customer Service on a Global Scale!



Deploying to a global service organization meant that the solution had to handle multiple languages and currencies. The system also had to be easy to use to minimize the organizational change impact.

Recognizing that scale of operations in serving customers after the sale was limiting its growth potential and allowing client satisfaction issues, Nortek selected Covenant Technology Partners, a St. Louis, Missouri-based Microsoft partner to help implement Microsoft Dynamics 365 CRM. The company knew that their manual business processes were both time consuming and costly, and without modernizing the underlying systems, that burden could only grow larger as the company expanded into new markets.

By partnering with Covenant, they were able to streamline many of their customer facing business processes using Microsoft Dynamics 365.

- By deploying Microsoft's portal, the manufacturer was able to surface key information to their outside reps and distributors.
- The distributors were able to interact with the system to complete warranty registration, submit warranty claims and check claims status'
- CRM Workflows automated and streamlined the approval processes, including approval workflows and limits based on predetermined authorization limits
- The entire system provided service leadership a single, global view of service interactions by client, by product line, and more using Microsoft Dynamics Power BI data analytics platform