



A.H. Beard Relied on Us to Enhance their Technology Stature

Exigo Tech designed a system for A.H. Beard which could be integrated with their traditional systems and could be customised to suit their different business needs.

A.H. Beard Enhanced their Business Efficiency and Delivered Superior Customer Experiences with Solutions Developed by Exigo Tech

Transforming the way you do business is a priority for many organisations worldwide today. And one such organisation, transforming, growing and contributing immensely to sleep innovation, is A.H. Beard. A.H. Beard has been providing quality sleep and improving lives of their customers through their extensive range of beds since 1899. Their smart sleep solutions have won them customers throughout Australia and New Zealand and they have enjoyed steady business growth since the past four generations.

A.H. Beard had an older version of Microsoft Dynamics 2011 implemented but not customised to their business need. It was not able to provide customers with transparency to their service requests and improve business efficiency. They were looking to work with a technology-partner who could help them with their business process in order to increase customer satisfaction.

The Business Need

1. Improve ticket management and transparency to customers
2. Integrate with legacy system
3. Allow customisations
4. Enhance customer experience

The Solution

Using a collaborative approach, Exigo Tech spent time understanding the business flow, processes and the current systems in place. After an in-depth study, Exigo Tech's team suggested migration to the new version of Dynamics – Dynamics 365 for Customer service.

Exigo Tech created a customer service process and provided A.H. Beard with implementation of Dynamics 365 with a customer portal that was customised to the business need. With this portal, customers could login and track the status of their requests. To improve financial agility, the team also carried out integration of the CRM with Dynamics NAV Financials ERP. Value and trust was built with the addition of customer journey and user stories to enhance customer experience.



Managed service



Migration



Online collaboration

Technology Used



MICROSOFT
DYNAMICS 365



DYNAMICS 365

Business Benefits

With customised solutions from Exigo Tech, A.H. Beard is now geared to build superior customer value and is benefitting from the transparency it created for its customers.

01

Business process automation for customer service

02

Improved Customer satisfaction

03

Improved work order schedules for service team

04

Increased transparency for customers

05

Reduced time in fulfilling service order



EXIGOTECH
TECHNOLOGY MADE SIMPLE

Collaborate with us to accelerate your business growth!

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