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Holiday Wishes from Opsis



Would you like half a day of advice from the expert?

One lucky winner will get just that! Four hours of time one-on-one with Gill Walker, where you can ask her anything you like about Microsoft Dynamics CRM. She'll do her best to answer all your questions on the spot - and with nearly two decades of experience with CRM, she may be able to! Even if she can't, she'll research and get back to you promptly.

For your chance to **win this expert assistance for FREE**, complete our quick 6 question survey.

Expert CRM Assistance

Sometimes, you know you need help, but you don't know exactly *what* help.

As another busy year draws to a close, we'd like to wish you all the best - both in business and personally - over the holiday season and beyond.

Thanks especially to all the clients who have chosen to work with Opsis this year. With new clients coming on board every month, we've seen a 50% increase in revenues over the same period last year! We trust that with better configured CRMs and a greater understanding of how to use them, you too will see solid growth.

The **Opsis offices will be closed** from **Monday 22 December 2014 to Friday 2 January 2015** inclusive.

If by any chance you have a CRM crisis over that time, you should also have your account manager's mobile number. None of us are switching our phones off completely!

Merry Christmas, Happy New Year and see you in 2015!

Strong Sales Results come from Strong Sales Processes

One recent client ordered a standard training course, but when we started the course it was obvious they actually needed a much more tailored session, focussed on their system and the most important issues for them - a mixture of sales and reporting. Luckily, we have deep expertise which meant we could still deliver. So **they didn't get what they ordered, but they did get something much better!**

That's just one client. The same kind of thing has happened at least once a month recently. Or you might have lots of little niggling issues - and fixing these can save you time and frustration. That's why we've decided to offer **expert advice sessions**, where Gill Walker will wave her magic wand and resolve some of your most pressing CRM problems.

We haven't quite decided what we're going to call this 'Expert Assistance' service yet, but we're offering it now for anyone who needs some help working out where to start.

The service can be delivered face-to-face - or if you're further away we hook up using Skype or phone.

So if you'd like to access an expert and get more out of your CRM, why not [contact Opsis](#) today.

...or you can complete our end-of-year survey **and you might get a session for free!**



That's the opinion of [CSO Insights](#), who have been researching how to manage and improve sales performance for the last 20 years.

Their research shows that [better sales processes and customer relationships mean better results](#). Would you like to:

- Improve **your win rate from one third to more than 50%** of forecast deals
- Have your **sales reps 25% more likely to make quota**

[Find out more here.](#)

CRM 2015 - An Administrator's View

Following on from last month's overview of CRM 2015, Opsis Technical Consultant Yosef Bender has been exploring **what's new for administrators in CRM 2015** - and how it can help your business. [Find out more here.](#)

Help us make this newsletter more useful for you! If you have a particular question or issue (relating to Microsoft Dynamics CRM; CRM in general, or ClickDimensions, just [let us know](#).



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