



Trusted partner & consultants for

Software Solutions | Enterprise Solutions AI Innovation | Research Services



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UAE | India | Kenya | USA

About us

Zelite is a global enterprise solutions and full-service software development company headquartered in Pune, India, with subsidiaries in Kenya, UAE, and USA. With years of experience in providing customized, process-driven software solutions to clients worldwide, Zelite leverages cutting-edge technology to transform business ideas into reality.

15+ Years

Founded in 2011, HQ in Pune, INDIA
Offices in UAE, Kenya, USA

 Microsoft
Solutions Partner
Business Applications

 Microsoft
Cloud Solution Provider

 Microsoft
Solutions Partner
Modern Work

 Microsoft
Azure





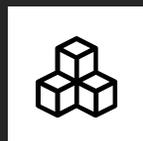
500+

Clients Served Globally



350+

Enterprise Solutions Implemented



150+

Bespoke Applications Deployed



30+

Industries Served



Empowering Your Business Transformation



Major Industries



Technology



Government



Agrotech



IoT &
Automation



Education



Manufacturing



Pharmaceutical



Fintech



Automobile



Healthcare



Telecom



Shipping

Tools and Technologies

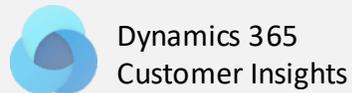
Microsoft Solutions & Platforms



Microsoft
Dynamics 365



Dynamics
365 Sales



Dynamics 365
Customer Insights



Dynamics 365
Customer Service



Dynamics 365
Field Service



Dynamics 365
Customer Voice



Dynamics 365
Business Central



Microsoft Power
Platform



Nonprofit
Accelerator



Microsoft
Power BI



Microsoft
Azure



Microsoft
SharePoint

Major Technologies



ASP.NET



.NET
Core



Java



php



ANGULAR



python™



React



node.js



aws



Azure
DevOps



Flutter



Blockchain



UiPath™



Power
Automate



ARTIFICIAL
INTELLIGENCE



MACHINE
LEARNING

Microsoft Dynamics 365

At Zelite Solutions, we're dedicated to delivering top-tier Microsoft Dynamics 365 services tailored to your unique business needs. Our Dynamics 365 experts harness the power of Microsoft's cutting-edge technology stack to transform your business processes, enhance customer experiences, and drive growth.

Empowering Your Business Transformation



12+

Years of experience in implementing Microsoft Dynamics 365 solutions



20,000+

Users globally leverage Dynamics 365



150+

Microsoft Dynamics 365 projects delivered across diverse industries



15+

Countries benefit from our Dynamics 365 solutions

Experience Seamless Business Transformation with Microsoft Dynamics 365 Services by Zelite Solutions. Elevate Efficiency, Foster Innovation, and Optimize Operations with Our Expertise.



DYNAMICS 365 MODULES

→ Sales

Empower your sales teams, enhance customer relationships, and drive revenue growth.

→ Customer Insights

Empower your marketing teams with data analytics and actionable insights.

→ Customer Service

Streamline case management, empower agents with AI, and elevate customer satisfaction effortlessly.

→ Field Service

Optimize efficiency with work order management, real-time inventory, and mobile technician support.



→ Customer Voice

Create personalized surveys, gather feedback, and drive data-driven decisions with AI-powered analysis.

→ Business Central

Your all-in-one solution for managing finances, operations, sales, and customer service efficiently.

→ Nonprofit Accelerator

Empower your nonprofit, streamline fundraising, and deliver impactful programs.

Microsoft Dynamics CRM Services

Adapt and innovate with a hyperconnected business - Give everyone the insights and freedom to thrive by connecting your data, processes, and teams with intelligent business applications.



Process Consulting



End to End Development &
Implementation



Integration with
External Application



System Maintenance &
Support



Training Services



Upgrade & Migration
Services

Experience With Dynamics 365 CRM

Our Microsoft Dynamics 365 Sales implementation services are meticulously designed to empower your sales teams, enhance customer relationships, and drive revenue growth.



Experience with CRMOL & On-Premise



Developed Products for MS Dynamics CRM



Worked with MS Dynamics 365 CRM 3.0 till the recent 9.0+



Integration with external applications



150 + Microsoft Dynamics CRM Implementations



MS Dynamics CRM upgrade and migration

Dynamics 365 Customer Insights

Our Microsoft Dynamics 365 Customer Insights services are meticulously designed to empower your marketing teams with rich data analytics, personalization capabilities, and actionable insights. With our expertise, you can elevate customer engagement, create targeted campaigns, and drive business growth.

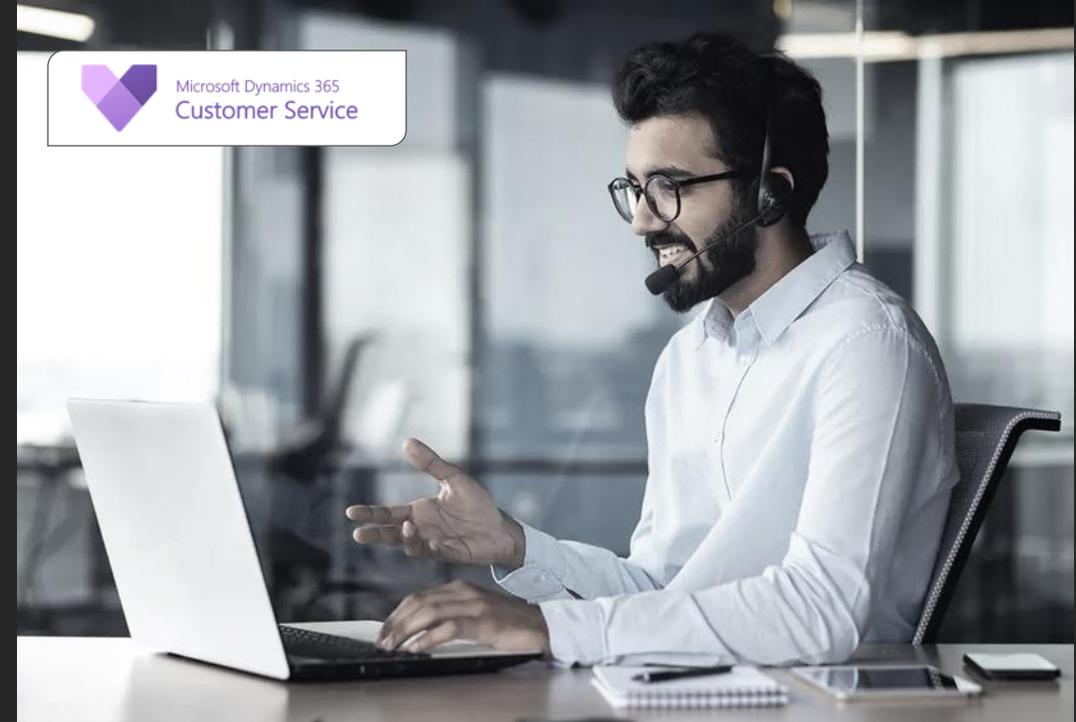


Designed for your Marketing Strategies

- ✓ Requirements Assessment
- ✓ Campaign Management
- ✓ Configuration & Customization
- ✓ Personalization
- ✓ Data Integration
- ✓ Analytics and Reporting
- ✓ Data Migration
- ✓ Training & Support
- ✓ Customer Segmentation
- ✓ Ongoing Optimization

Dynamics 365 Customer Service

Microsoft Dynamics 365 Customer Service is the all-in-one solution for delivering exceptional customer experiences. From streamlining case management to leveraging AI for personalized support, Dynamics 365 simplifies processes, empowers agents, and drives customer satisfaction.



Unified Case Management



Manage all customer interactions from one platform, eliminating silos and friction.

Automated Workflows



Simplify routine tasks to let agents focus on high-value interactions that drive success.

Employee Engagement



Equip agents with tools and insights to deliver personalized, exceptional service.

AI-powered Insights



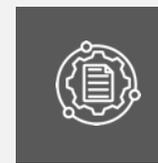
Gain real-time customer sentiment, predict their needs, and proactively resolve issues.

Omnichannel Support



Connect with customers on their preferred channels for consistent and convenient experiences.

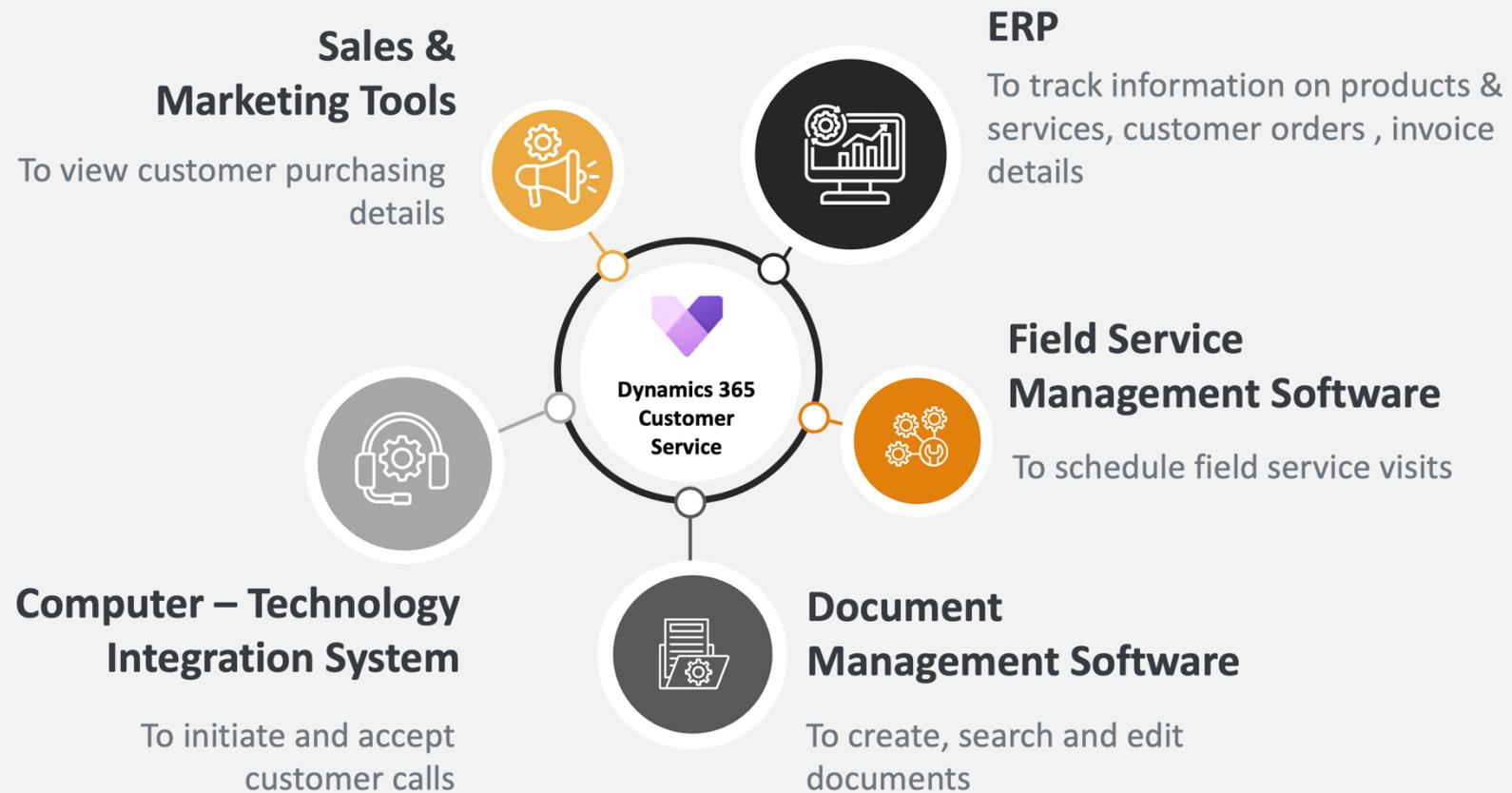
Collaborative Power



Connect your customer service team seamlessly with sales and marketing for unified customer journey.

Unified Integrations

Unified integrations with Dynamics 365 Customer Service enhance efficiency by providing real-time ERP data, facilitating sales and marketing alignment, streamlining field service collaboration, enabling direct call handling through CTI, and simplifying document management for improved service quality.



Dynamics 365 Field Service

Boost efficiency with Work Order Management, Resource Scheduling, and real-time Inventory Management. Empower mobile technicians, track customer assets, and ensure clear communication. Manage contracts and SLAs, automate tasks, and leverage advanced analytics for continuous improvement.

12+

Years of expertise in Dynamics 365 Field Service solutions

50+

Dynamics 365 Field Service implementations completed



- ✓ Work Order Management
- ✓ Resource Scheduling
- ✓ Inventory Management
- ✓ Mobile Workforce
- ✓ Asset Management

- ✓ Customer Communication
- ✓ Contract Management
- ✓ Automation
- ✓ Analytics and Reporting

Dynamics 365 Customer Voice

Harness Microsoft Dynamics 365 Customer Voice to create personalized surveys and gather valuable feedback. Benefit from AI-powered analysis, seamless integration, and automated workflows to close the feedback loop. Predict customer needs and drive data-driven decisions to improve products, services, and relationships.



Effortless Surveys

Design and deploy personalized surveys across touchpoints to gather valuable feedback.



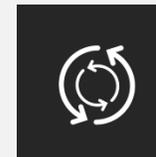
AI-powered Insights

Dive deeper than surface-level data with automated sentiment analysis and actionable insights.



Seamless Integration

Connect seamlessly with Dynamics 365 and other systems for a holistic view of the customer.



Closed-Loop Action

Close the feedback loop with automated workflows and targeted engagement based on insights.



Predict customer needs

Leverage AI to anticipate issues and proactively delight customers before they even ask.



Empowered Decisions

Drive data-driven business decisions to improve products, services, and customer relationships.

Dynamics 365

Nonprofit Accelerator

Unlock the potential of Microsoft Dynamics 365 Nonprofit Accelerator with streamlined operations, empowered teams, and data-driven decision-making. Break down silos, automate workflows, and effectively manage donors, volunteers, and programs to maximize impact and success.



Unified Data Platform

Break down silos and gain a 360-degree view of your donors, volunteers, and beneficiaries.



Program Management

Design, track, and measure the impact of your programs, demonstrating accountability and success.



Data-Driven Decisions

Make informed choices based on real-time data and analytics to maximize your resources and impact.



Automated Workflows

Simplify operations with automated donation processing, grant management, and volunteer scheduling.



Empowered Teams

Equip your staff with the tools and insights they need to excel in their mission-driven roles.



Streamlined Donor Management

Efficiently manage donor information and interactions, improving engagement and fundraising efforts.

Dynamics 365 Business Central

10+

Years of expertise in Navision and Dynamics 365 Business Central

10+

Dynamics 365 Business central Implementations completed.

- Financial Management
- Inventory Management
- Sales Management
- Project Management
- Business Intelligence
- Supply Chain Management



All-in-one solution for managing your finances, operations, sales, and customer service.

At Zelite, our expert team tailors this all-in-one solution to streamline your finances, operations, sales, and customer service. Gain real-time insights, simplify financial management, and drive efficiency across your organization. Let us help you make informed decisions and achieve business growth with successful implementations designed to propel your business forward.



Streamlining Logistics and Boosting Growth for a Canadian FMCG Distributor

Zelite Solutions partnered with a Canadian FMCG distributor to revolutionize their operations with Dynamics 365. By centralizing data, enhancing driver performance, and reducing costs, the solution drove revenue growth and operational efficiency. This success story highlights Dynamics 365's power in streamlining logistics and gaining a competitive edge in the FMCG industry.

- Microsoft Dynamics 365 CRM
- Microsoft Dynamics 365 Sales Enterprise
- Integration with Microsoft Dynamics AX

- Microsoft Dynamics 365 Field Service
 - Secure Order Placement
 - Merchandising Support
 - In-Truck Inventory Management
 - Customer Surveys
 - Proof-of-Deployment Photo Capture
 - Cash Receipt Issuance

Solution

Dynamics 365 Sales, Dynamics 365 Field Services, Microsoft Dynamics AX



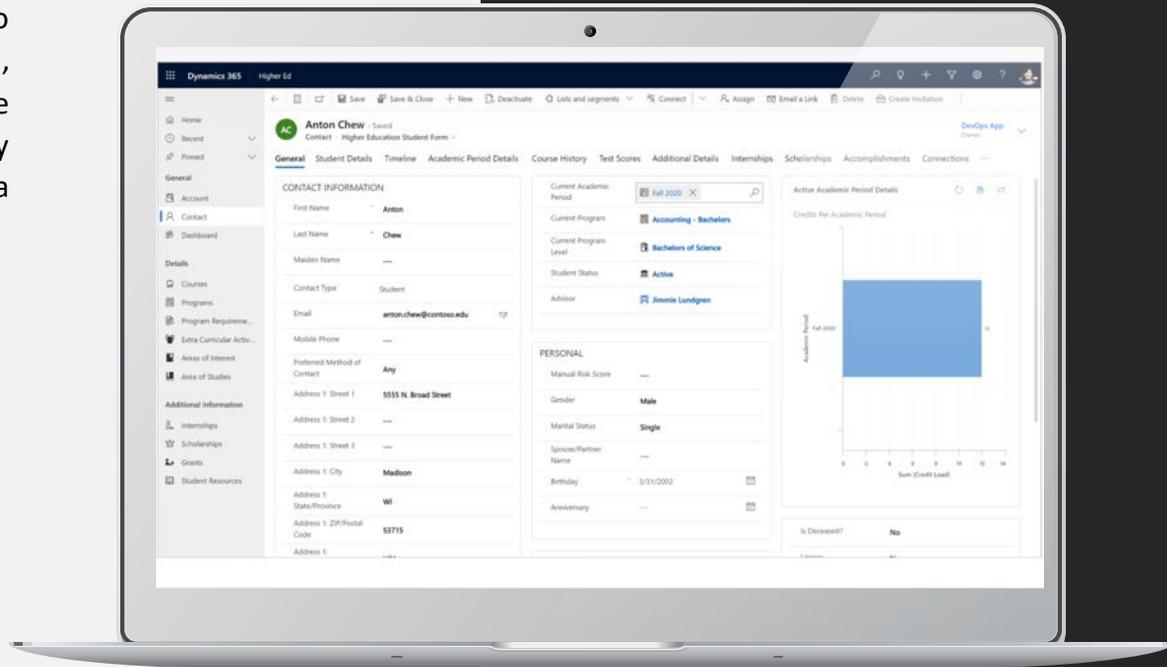
Customized Dynamics 365 CRM for UAE Government Learning Institute

Solution

Dynamics 365 CRM, Cloud Migration

Zelite Solutions partnered with a Canadian FMCG distributor to revolutionize their operations with Dynamics 365. By centralizing data, enhancing driver performance, and reducing costs, the solution drove revenue growth and operational efficiency. This success story highlights Dynamics 365's power in streamlining logistics and gaining a competitive edge in the FMCG industry.

- Centralize Lead Management
- Seamless Integrations with VA Portal, ERP, SCS, and AD Pay
- Enhanced Sales Visibility
- Automated Workflows
- Improve Customer Support
- Enhanced Reporting with Power BI Integration



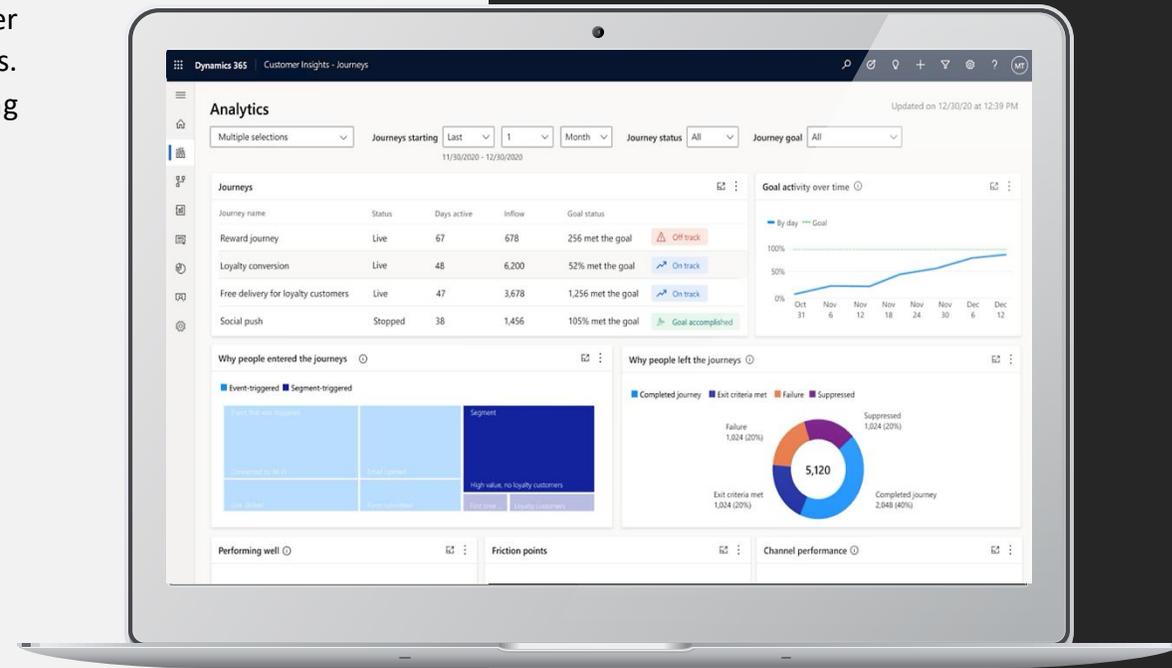
Tata Wiron Unlocks Customer Insights with Project Antardrishti

Tata Wiron, used Dynamics 365 Customer Insights to unify customer data from their CRM, sales platform, and marketing automation tools. This integration provided a 360-degree view of customers, enhancing targeted marketing and personalized interactions.

- Unified Customer Data Platform
- Advanced Customer Segmentation
- Predictive Analytics with AI & Machine Learning
- Real-Time Customer Insights
- Data Mapping and Integration
- Data Cleansing and Standardization
- Customer Segmentation and Insights Development
- Integration with Marketing Automation

Solution

Microsoft Dynamics 365 Customer insights



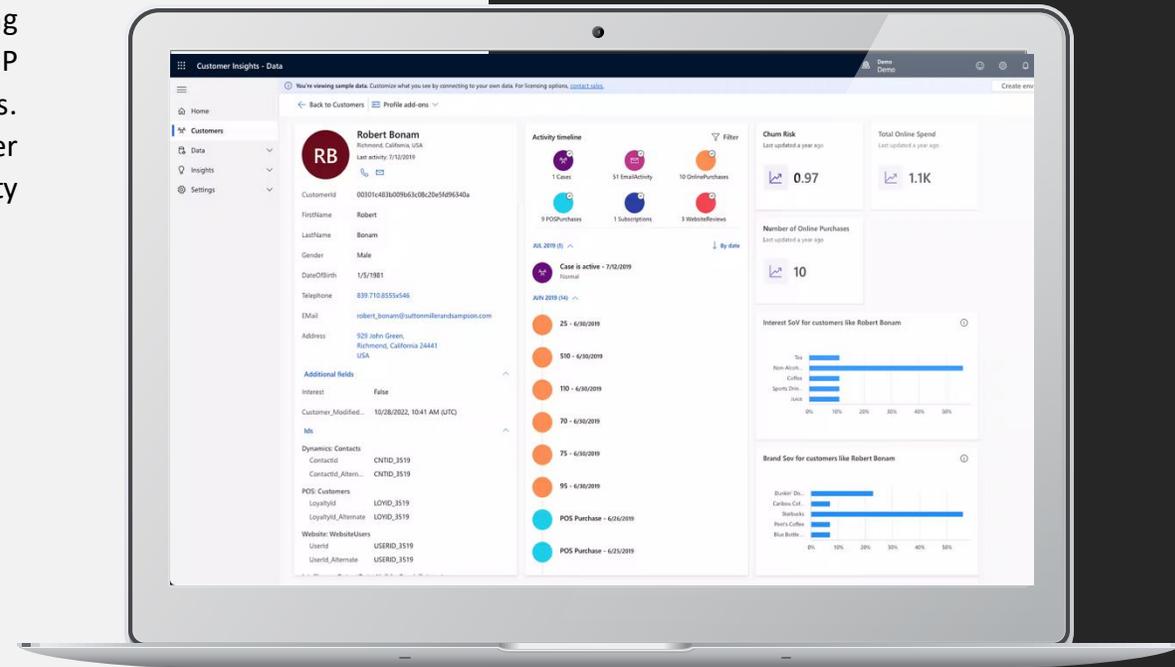
Lenovo Middle East Streamlines Customer Service with Integrated D365 Customer Service & SAP S/4HANA

Lenovo Middle East streamlined its customer service by integrating Microsoft Dynamics 365 Customer Service (D365 CS) with SAP S/4HANA, enabling real-time access to warranty and product details. This solution improved service efficiency, enhanced customer satisfaction, and ensured data accuracy by accelerating warranty verification and product information retrieval.

- Serial Number Lookup
- Real-Time Data Retrieval
- Streamlined Service Process
- Case Management
- Data Mapping and Integration
- System Integration and Testing
- Partner Training and User Adoption

Solution

Microsoft Dynamics 365 Customer Service, SAP S/4HANA



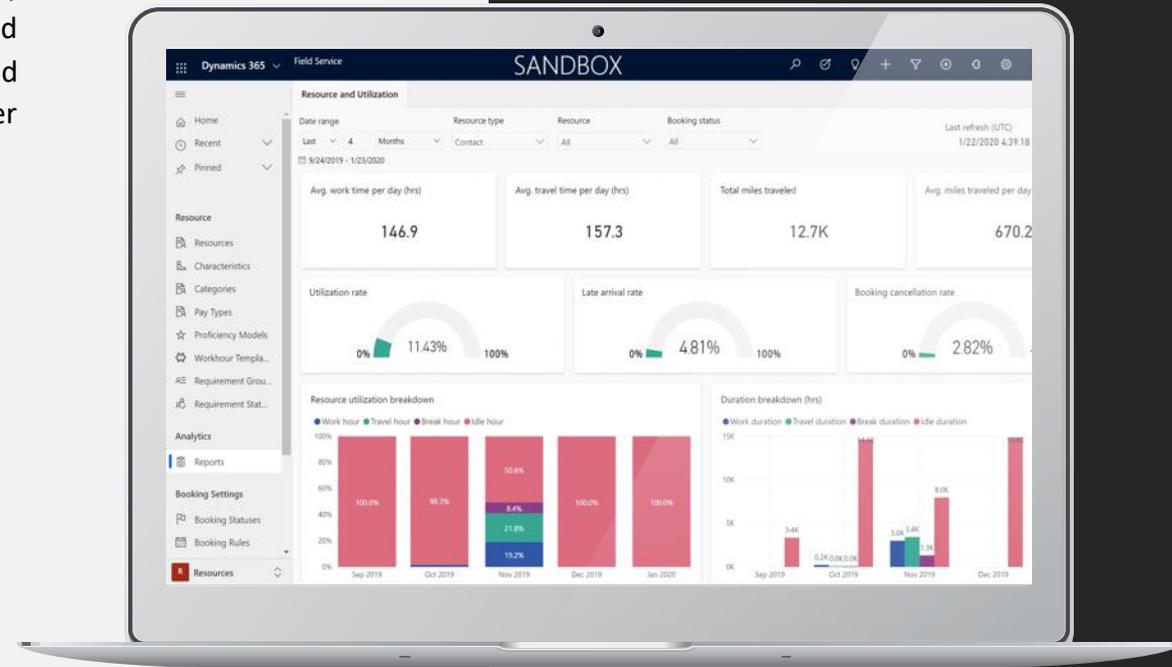
Al Ain Properties Scales Property Management with Dynamics 365 Field Service

Solution

Microsoft Dynamics 365 Field Services

Al Ain Properties faced inefficiencies in maintenance requests, scheduling, and tracking work progress. Zelite Solutions streamlined their operations by implementing Microsoft Dynamics 365 Field Service, enabling real-time communication, centralized work order management, and mobile access for technicians.

- Centralized Work Order Management
- Real-Time Communication
- Automated Scheduling and Dispatch
- Data Migration and Integration
- Mobile App for Technicians
- System Configuration and Customization
- Resident Portal
- Mobile App Deployment and Training



Inclusive Boards Leverages Dynamics 365 Customer Voice to Gather Inclusivity Insights

Inclusive Boards, a UK diversity advocate, faced inefficiencies with manual surveys. They implemented Microsoft Dynamics 365 Customer Voice, automating survey design and distribution, enabling real-time data collection and analysis, and enhancing their advocacy with actionable insights.

- Automated Survey Design and Deployment
- Omni-channel Distribution
- Real-Time Data Collection and Analysis
- Actionable Reporting and Analytics
- Data Security and Compliance

Solution

Microsoft Dynamics 365 Customer Voice, Dynamics 365 Sales



Elevation Networks Elevates Youth Empowerment with Microsoft Dynamics 365 Non-Profit Accelerator

Solution

Microsoft Dynamics 365 Nonprofit Accelerator

Elevation Networks adopted Microsoft Dynamics 365 Non-Profit Accelerator, streamlining their operations and enabling better tracking of participant progress and impact measurement, thus enhancing their support for young people from underrepresented backgrounds.

> Unified Data Management

> Program Management Tools

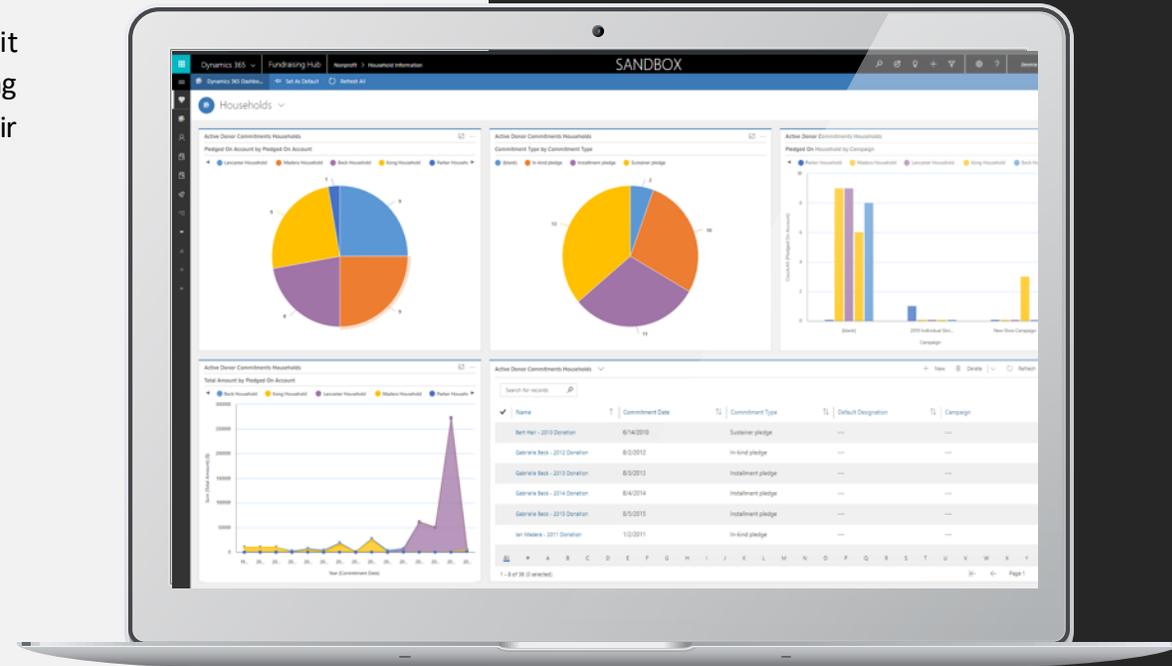
- Program Planning and Design
- Participant Tracking
- Case Management

> Impact Measurement and Reporting

- Customizable Dashboards
- Comprehensive Reports

> Improved Communication and Collaboration

- Secure Document Sharing
- Teamwork and Communication Tools



Samson Biotech Cultivates Growth with Microsoft Dynamics 365 Business Central

Samson Biotech addressed R&D and production challenges by adopting Microsoft Dynamics 365 Business Central, a cloud-based ERP solution. This enabled streamlined workflows, efficient inventory control, and flexibility to support their advancements in bioengineering, enhancing their position as a leading innovator in the field.

Project Management

- Project Planning and Scheduling
- Resource Management
- Progress Tracking & Reporting

Manufacturing Management

- Production Planning and Scheduling
- Material Requirement Planning
- Shop Floor Control

Inventory Management

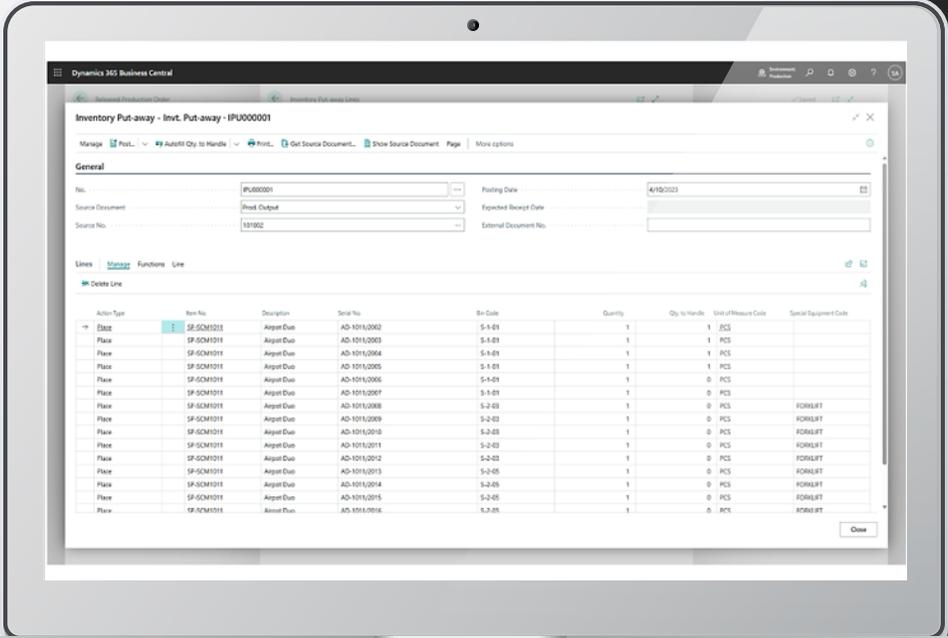
- Real-Time Inventory Visibility
- Inventory Forecasting
- Lot Tracking and Expiration Management

Compliance Management

- Centralized Documentation Management
- Streamlined Quality Control Processes
- Audit Trail Functionality

Solution

Microsoft Dynamics 365 Business Central



Our Global Clients



Thank you!



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