Questions to ask a Microsoft Dynamics 365 partner

Considering a Microsoft Dynamics 365 (MSD) based membership CRM system? Then here are five key questions that you should ask of your intended suppliers:

1. What investment are you putting into membership sector and what is your product road map for the future?

MSD is not designed and developed solely for the membership sector. Partner providers in the sector develop their own bespoke solution, using their own IP, and they are not in 100% control of the underlying platform.

oomi has been dedicated to the membership sector for over 34 years. Regular product improvements are rolled out across the user base, and are influenced by our membership customers via the active bi-annual User Group. Private ownership also means that decisions are not taken by external owners such as venture capitalists and private equity companies.

2. How open is the solution to integration with other software, and how simple is it to integrate?

Integration with MSD is often complex due to the bespoke development required for the membership sector, and often requires custom application development.

oomi has a robust application programming interface and so is able to integrate with any system with an application programming interface (API).

3. How do you ensure that future platform upgrades will not comprise any bespoke development or result in unexpected development or migration costs?

Microsoft issues regular MSD platform upgrades. These may not be compatible with your custom development. These will have an impact on your solution and require major re-testing, re-development, increased costs and demands on your staff.

With **oomi**, you benefit from continuous development and upgrades as part of a costed support package.

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4. How are we protected from third-party platform license fee increases?

Licence fees and versions of platform are controlled by Microsoft. The solution supplier has no influence over this cost. They can also be quite complex, for example charging for data storage.

oomi has complete control over the costs that are passed on to our customers, so there will be no unexpected fee increases.

5. How easy would it be for us to switch suppliers?

Each MSD platform provider will have their own IP and source code to protect, therefore switching to another provider is not simple and normally requires a re-implementation and data migration. It is a common misconception that switching platform providers is easy.

With **oomi**, you are selecting a supplier for the long-term just as much as a system.

find out more

You can get more information about selecting the right CRM, including webinars and customer stories, on our website **www.oomi.co.uk**

If you would like to discuss your technology challenges related to membership management, we would love to hear from you.

oomi

complete membership management for you and your members

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