

CRMD-HSO WIN WIRE: UNIVERSITY OF HOUSTON

Customer Details	The University of Houston is a powerhouse of innovation. UH has grown to service the city of Houston and beyond through their extensive educational offerings, partnerships with local businesses, and contributions to the community.
Project Type	Dynamics 365 for Customer Service Implementation
Deal Size	6 Users
Industry	Education
Problem Solved	The University of Houston needed a system that would allow them to manage the sending and return of hazardous/medical waste disposal kits. Dynamics 365 was selected as the most appropriate system as it offers the flexibility and functionality required to accommodate the department's complex needs. Routing rules in Customer Service will help the university route cases to the right agents without any manual intervention. The university will also benefit from access to unified customer profiles to communicate to stakeholders efficiently.

CRMD-HSO Team	Evan Kosmidis - Senior Sales Lead
Microsoft Team	US Education Team



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CRMD-HSO TEAM



Evan Kosmidis