

PRESS RELEASE

Meeting the growth: Design Offices optimizes processes with Microsoft Dynamics 365 supported by prisma informatik

In the future, the office provider Design Offices will rely on solutions from the Microsoft Dynamics 365 product range for corporate management. prisma informatik GmbH is providing support.

In order to keep pace with the steady growth of its portfolio of locations and customers, even in the face of a lack of IT resources and infrastructure, Design Offices looked for a suitable IT solution and a competent specialist consultant - with success.

Nuremberg, 16.03.2022 - In the search for the right IT platform for internal financial processes and customer engagement, the German office provider Design Offices recently found what it was looking for in Microsoft Dynamics 365 Business Central, Dynamics 365 Sales and Cloud-Working. Moreover, the company has secured expert support from prisma informatik GmbH.

[Design Offices](#) is a provider of modern working landscapes for a wide range of purposes. These can be rented by companies of all sizes and industries, both temporarily and long-term. The fully digitally equipped offices, co-working spaces and conference rooms for hybrid working teams can be found at 40 locations in Germany with a total area of over 250,000 square meters.

The right solution across the board

Because the company's business concept involves many different account profiles, the finance team at Design Offices needs to stay aware of the invoicing, accounts payable and accounts receivable for each client. In search of a modern infrastructure with automated processes, flexible scaling and greater transparency, Design Offices finally considered using a cloud enterprise management solution that could streamline its internal finance, operations and customer engagement processes.

In doing so, the company wanted to be able to continually expand its service portfolio, offer more office space to more customers in additional locations, and better manage its entire sales process, including

omnichannel sales and payment processing. Finally, Microsoft's Dynamics 365 product suite offered a suitable, simple and fast solution.

To support its accounting and purchasing departments, the company chose Dynamics 365 Business Central. Since then, Dynamics 365 Sales has been used for customer relationship management and to improve customer retention.

While the finance team at Design Offices now uses Dynamics 365 Business Central to optimize and digitize payment processes, the sales employees use Dynamics 365 Sales to track and qualify their leads and, above all, automatically manage recurring contracts.

With operations and sales processes unified through Dynamics 365, Design Offices can now significantly improve the customer experience in the future, from inquiries to contracts and customer interactions to billing and accounts receivable.

A strong partner for complex tasks

If required, Design Offices asks the specialist prisma informatik GmbH for support. The Microsoft partner makes the cloud migration as simple as possible and takes care of a high level of maturity of the system and its processes. "Although we have 300 users at Design Offices, the support team for Dynamics 365 consists of just three people," explains Florian Bauer, Digital Project Manager at Design Offices. "Today, we can develop smaller apps ourselves and leave the more complex consulting and development tasks to prisma informatik."

You can also learn more about the use of Microsoft Dynamics 365 products at Design Offices directly in the [Microsoft reference story](#).

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About prisma informatik GmbH:

prisma informatik GmbH was founded in October 2006. The business activities include services and solutions based on the Microsoft technology Microsoft Dynamics 365 for medium-sized companies, especially in the areas of technical wholesale, finance, projects and services as well as industry. In addition, prisma informatik implements customer requirements in the area of Business Intelligence with the innovative self-service BI solutions from Qlik. prisma informatik takes on project implementation, conception and realization of complex systems. Project work, long-term further development and support are provided from a single source. The users of prisma informatik solutions are national and international operating companies.

prisma csp GmbH, founded in January 2018, strengthens the group's portfolio with cloud solutions and system integration.