

HEXAWARE

Migrate to Agentic Microsoft Dynamics 365 CRM

Move your CRM with zero disruption, make it Agentic — faster, safer, and at a predictable cost

Flyer



They don't just advise. They act.

Agentic Dynamics 365 CRM puts autonomous AI agents into every workflow — built on your Microsoft 365, Power Platform, and Azure investments. They monitor your pipeline, execute routine work, and drive processes forward on their own, escalating to people only when judgment is needed.

What Changes

Agentic CRM Benefits



Sellers Sell More, Admin Less

Agents take on the logging, updating, and follow-ups that eat 60–70% of a rep's day — and brief reps before every call.



Nothing Falls Through the Cracks

Agents nudge stalled deals, flag at-risk renewals, and route new leads in minutes, not days.



Service Resolves Itself

Agents triage and resolve routine cases end-to-end, handing complex ones to people with full context.



Leaders Get Foresight, Not Hindsight

Proactive signals on likely closes, soft forecasts, and churn risk — often with corrective action already underway.

60–70%

of a rep's day freed from admin

Up to 60%

less data-mapping effort

Up to 40%

faster migration timelines

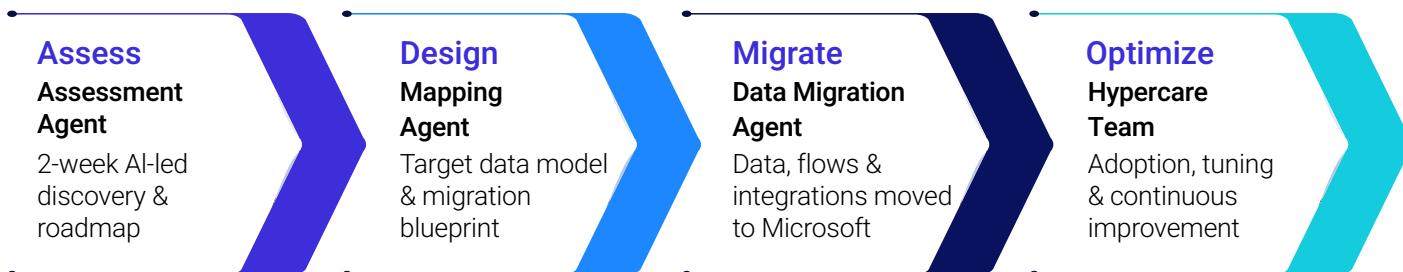
Up to 30%

lower CRM run costs

How We Get You There

CRM Transformation Framework

A four-phase, agent-led program for moving CRM estates such as Salesforce into Dynamics 365. AI agents do the heavy lifting; human experts stay in the loop for design and validation, and every gate produces audit-ready evidence.



Inside the Migration Accelerator

Hexaware's proprietary migration accelerator — pre-built connectors, reusable mapping templates and built-in quality gates, with three purpose-built agents.

Assessment Agent

Inventories and scores your entire Salesforce org — separating what's used from dead configuration — and delivers a readiness report and roadmap in 2 weeks.

Mapping Design Agent

Proposes field-by-field mappings to Dataverse, each with a confidence score and rationale, so architects approve rather than build.

Data Migration Agent

Runs and validates every load with automated reconciliation and delta syncs, producing an audit-ready report per wave.

Why Hexaware

Why Migrate with Hexaware?

Business-Led, Not Lift-and-Shift

More than a one-to-one migration — an AI-ready CRM that transforms how sales and service teams work.

Microsoft-Backed

Certified Dynamics 365 experts, Solutions Partner status, and access to Microsoft Funding programs that offset implementation costs.

Zero Business Disruption

Phased, parallel-run cutovers with automated reconciliation keep teams productive and data complete.

Predictable, Lower-Risk

Proven accelerators and consolidated Microsoft licensing make the path repeatable — at a cost you can plan for.

Limited-time offer

Start with a free Migration Assessment & Roadmap

A no-cost, 2-week AI-led review of your Salesforce org that quantifies effort, risk and savings before you commit.

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About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at www.hexaware.com

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