

## Organisations set to realise rapid return on Microsoft CRM deployment with latest Optevia recruit

Proven public sector Microsoft CRM (MSCRM) reseller and integrator, Optevia, appoints specialist CRM project manager, Jane Garjo as senior consultant to help Optevia's current and prospective MSCRM customers quickly realise return on their MSCRM and Optevia Dynamics and Optevia Essentials investment.

With over 20 years experience in delivering call centre and CRM solutions to the emergency services, private industry and with significant in-house local authority experience, Jane will ensure the Optevia MSCRM based solutions are designed to meet the specific requirements of customers. She will ensure that projects are delivered right first time and within agreed timescales; and that organisations quickly and fully realise the benefits of their CRM deployments.

"As senior consultant, Jane will be instrumental in helping organisations understand how MSCRM and our own Optevia Dynamics and Optevia Essentials can address their specific requirements," says Tim Vernon, managing partner, Optevia Ltd. Tim continues: "Beyond that business analysis role, Jane will introduce processes and procedures across all current and prospective Optevia customer sites which will clearly demonstrate the low risk, quick return on investment and efficiency gains of an MSCRM solution supported by our Optevia Dynamics and Optevia Essentials."

"Optevia's reputation for delivering MSCRM solutions to UK public and private sector is well recognised," says Jane Garjo, senior consultant, Optevia Ltd.

Jane continues: "The Optevia Dynamics and Optevia Essentials are a solid and proven product set of software products which remove the cost and timeframe for delivering high quality, low risk MSCRM solutions. I look forward to helping Optevia continue to drive adoption of MSCRM and assisting organisations to quickly realise the benefits of an MSCRM solution."

Prior to Optevia, Jane spent nearly ten years at Kent County Council (KCC) where she delivered multiple call centre and CRM solutions as part of the Council's e-Government initiative. At KCC Jane also acted as Transformation and Business Analyst for Kent Highway Services and later moved to a project management role within KCC's highway service provider, Ringway Infrastructure Services. At Ringway, Jane was instrumental in delivering a mobile CRM solution which enabled Ringway to more quickly respond to road repair requests, amongst other areas, from the public. Before her multiple roles at KCC, Jane worked for the Metropolitan Police where she delivered an HR helpdesk solution. Jane also worked for call centre software specialist Callsoft

### About Optevia

Optevia is a proven, CRM reseller and integrator, dedicated to the UK and Ireland's public sector with a special focus on fire & rescue services, central government agencies and local authorities. Optevia also serves regulators and licensing & grant management organisations, including regional development agencies. Since helping launch Microsoft Dynamics CRM in January 2004, Optevia has evolved to become Microsoft's premier Dynamics CRM public sector partner successfully completing over 60 deployments. Optevia has a range of value-add sector specific Optevia Essentials software products for all of the public sector markets it serves and a range of cross sector Optevia Dynamics software products – Optevia Dynamic Audit, Optevia Dynamic Decision, Optevia Dynamic Correspondence and Optevia Dynamic Portal. These help reduce the cost & timeframe for delivering high quality, low risk Microsoft Dynamics CRM solutions.

The Optevia Essentials and Optevia Dynamics software products are provided with a portfolio of supporting Optevia business analysis, design, development & deployment services, so helping ensure good end-user adoption, post implementation support, and a return on investment in Microsoft Dynamics CRM.

### About Microsoft

Founded in 1975, Microsoft (Nasdaq "MSFT") is the worldwide leader in software, services and solutions that help people and businesses realise their full potential.

### For more information, please contact

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