



JOURNEYTEAM

Customer Success Story

MANUFACTURING

"Being able to complete and submit an order electronically, on the go, at home or in the office has afforded our sales team more flexibility, while also providing them with instant access to sales/customer data. As our company grows, the usage and capabilities of Dynamics will grow with us."

— Kyle Dentino, River Valley Pipe



**RIVER VALLEY
PIPE, LLC**
HIGH QUALITY DRAINAGE TILE



River Valley Pipe, LLC (RVP) is a manufacturer and retailer of quality water management products. RVP is Illinois' premiere builder and purveyor of quality water management products, having supplied farmers and land improvement projects across the Mid-West region since 2015.

The Challenges

Challenge 1: Sales Process Maturity

RVP needed a way to streamline business processes and unify systems, eliminating the need for manual processes by their sales team.

Challenge 2: Adoption

RVP previously was operating with no customer relationship management (CRM) software and needed a user interface that would provide their sales agents with a user-friendly, easy-to-use system that they could quickly learn.

Challenge 3: Optimize Customer Experience

RVP holds a strong dedication of quality to their customers and needed a way to better organize and track customer interactions to optimize a positive customer experience through every step of the business process.

The Solution

Microsoft Dynamics 365 Sales

Drawing on experience of implementing software for first time CRM users, JourneyTEAM found that the answer to the client's challenges was a full implementation of Dynamics 365 Sales. Since RVP did not have a legacy CRM, customer data was imported from QuickBooks directly into Sales.



The Outcomes

With the implementation of Dynamics 365 Sales, River Valley Pipe was able to gain...

A Single, Unified System: Sales implementation made it possible to streamline and unify sales processes while eliminating data silos and the need for manual entries, resulting in the increased visibility and traceability of sales processes and the sales pipeline.

Intuitive, User-Friendly UI: Sales provided employees with an easy-to-use system that the users were able to quickly learn and implement both in the office, and in the field.

Improved Customer Experience: Staying true to RVP's dedication to quality, Sales made it possible for agents to better track customer interactions, organize records and better anticipate customer needs.



The Results



Single Unified System



Increased Sales Visibility



Easy to Use Mobile System



Improved Customer Service



The Next Steps

STEP 1


**Contact
JourneyTEAM
Experts**

STEP 2


**Get end-to-end
guidance**

STEP 3


**Enjoy efficiency,
scalability,
security, and so
much more**

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Why JourneyTEAM

JourneyTEAM is an award-winning, Gold-Certified Microsoft Partner that specializes in all three Microsoft Clouds: Modern Workplace, Microsoft Azure, and Microsoft Business Applications, including Microsoft Dynamics 365 and Power Platform.

JourneyTEAM is dedicated to helping customers achieve a competitive advantage by identifying the best solutions and services that accommodate their business needs. JourneyTEAM provides consultation, training, and implementation in the United States, developing and deploying connected business technology solutions that help leading global companies across several industries, including Finance, Manufacturing, Media & Communications, and Healthcare, get to market faster and achieve continued success.

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“Through our relentless pursuit of excellence, we simplify and effectively use technology to create a positive, lasting impact on the world.”

—JourneyTEAM Vision Statement