

About

dKomplex, Inc. is a verified Service-Disabled Veteran-Owned Small Business that specializes in Microsoft Dynamics 365 implementation and user adoption change management. Our clients capitalize on their technology investments because we ensure the system is developed with the end-user in mind. Our collaborative consulting process drives user engagement and adoption because we focus on designing the system and training in a way that works with deeply held attitudes, perceptions and behaviors that make up the work environment.



Technology & Certification

Microsoft Partner



OUR MISSION

We empower our employees to help clients leverage Dynamics 365 and social science research to solve complex problems, achieve goals and sustain a high-performing, learning organization.

Core Competencies

Dynamics 365 Development
Design, Deploy, Sustain

Dynamics 365 User Adoption
Instructor led, train-the-trainer, experiential learning labs, documentation, and eLearning

Testimonial

"The learning workshop was hands on and got everybody thinking and by thinking it made everybody want to use the CRM. It was helpful."

Ben Edson
VariQ Corporation Founder and CEO

Past Performance

VariQ Corporation



An ongoing, four-year project to design, develop, implement, sustain, and train and maintain a no/low-code Dynamics 365 Customer Engagement instance with 45 system users. Implemented monthly experiential learning labs.

DevBlue Research



Supported over 10 end-clients in three years. Implemented effective experiential learning programs directly with end users and via bespoke train-the-trainer curriculum. Sample client list:

1. Law Enforcement client – Design, deploy, sustain, and train a Dynamics portal implementation for over 600 end users to include Law Enforcement Officers in the field.
2. Healthcare client – Train-the-trainer – transitioned over 300 users to adopt Office 365 and new content management system.

VIAVI Solutions



Designed, developed and implemented a Dynamics 365 UCI user adoption plan that leveraged bespoke documentation and monthly experiential learning workshops. Intervention targeted a world-wide user base of over 700 people.

Federal Emergency Management Agency



One-year Dynamics 365 design and develop a FEMA wide recruiting platform to enhance the agency's ability to recruit and hire top talent during natural disasters. Successfully transitioned eight disparate groups to adopt system.