



## Working with Microsoft Dynamics(TM) CRM 4.0

By Mike Snyder, Jim Steger

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### **Editorial Review**

#### About the Author

Mike Snyder and Jim Steger are cofounders and principals at Sonoma Partners, a consulting firm specializing in Microsoft Dynamics CRM implementations. Both Mike and Jim have been recognized as Microsoft MVPs for their contributions to the Microsoft Dynamics community. Mike is one of the industry's leading CRM experts and participates in the Microsoft Dynamics Partner Advisory Council. Jim is a leading technical architect for Microsoft Dynamics CRM, with deep experience in XRM solutions complex enterprise integration projects.

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