

INDUSTRIAL HARDWARE SUPPLIER MIGRATES FROM MICROSOFT DYNAMICS ON-PREMISE TO DYNAMICS 365

MIGRATES FROM ON-PREMISE MICROSOFT DYNAMICS CRM TO DYNAMICS 365 SALES AND CUSTOMER SERVICE

CUSTOMER PROFILE

HQ

Newtown, CT

INDUSTRY

Industrial Engineering

EMPLOYEES

34

ITC SERVICES

- Microsoft Dynamics 365 Migration

APPLICATIONS & TECHNOLOGIES

- Microsoft Dynamics 365 Sales
- Microsoft Dynamics 365 Customer Service

INTRODUCTION

The client is an industrial hardware supplier of choice for manufacturers in a broad array of markets, including enclosure, display, RV, office furniture, fire safety and security, and many others. They offer a broad portfolio of both custom and off-the-shelf industrial hardware products, including cam locks, drawer slides, furniture locks, hinges, fasteners, casters, etc.

CHALLENGES

The client was using Microsoft Dynamics CRM version 8.1.1.110 which was partner hosted. They were looking to migrate to Microsoft Dynamics 365 Sales and Customer Service to avail the benefits of a SaaS-based CRM system such as automatic upgrades, better collaboration, and any-time data access.

SOLUTION

The client selected ITC as their implementation partner due to our longstanding relationship and efficient customer service. ITC upgraded and migrated the client's CRM system from on-premise Dynamics CRM version 8.1.1.110 to Dynamics CRM 2016 on Azure (D365 Online).

As the client was using multiple CRM solutions to support customization, we merged the customizations into a single solution to simplify the migration. The solution was first upgraded from version 8.1.1.110 to 9.2 and then the data was migrated using Scribe.

As there were a number of entities for data migration, we migrated the whole set of emails and attachments starting from Day 1 when the system was live. It was a challenge to migrate the whole dataset along with customization within 3 days. So, we logically divided the scribe maps and packages, allowing the data to be migrated in parallel.

RESULTS

- The project was delivered on-time without impacting on-going business operations
- Ability to use the latest features and advanced functionality of Dynamics 365 such as sales forecasting etc.
- The client now has the option to extend their system with other Dynamics 365 applications, like Marketing

ITC ADVANTAGE

- ITC's deep expertise in Microsoft Dynamics 365 enabled fast deployment
- ITC's effective change management ensured business continuity without any disruption to daily operations