

ENGAGEMENT CASE STUDY

Customer Background

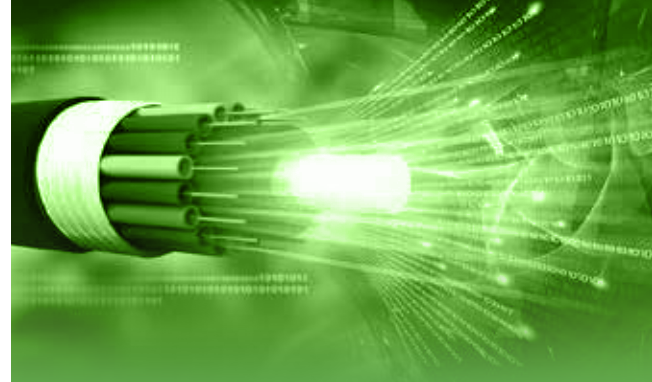
The organization specializes in the manufacture of large core specialty & high temperature metalized optical fibers. Post manufacturing, it packages these fibers in a variety of assemblies & bundles used for optical power delivery and sensing applications.

The company is one of over forty high tech companies owned by an international conglomerate that manufactures products for hazard detection and life protection. Headquartered in Amersham, England and publicly traded on the London Stock Exchange, the group company is a market leader in electronic, safety and environmental technologies.

Business Case

The customer wanted to migrate from CRM 2016 to D365 due to the following reasons:

- Since the sales people are spread across different regions in US & China, they had to connect to the CRM application through VPN
- Major issue was related to connecting to CRM via VPN
- The move from on-premise MS Office setup to Office 365 Online led to issues with the CRM Outlook Client
- Because of the on-premise deployment, there was a dependency on IT resources for managing infrastructure, backup, & updates



Leading Manufacturer of Optical Fibers in USA Successfully Migrates CRM 2016 (On-premise) to MD 365 for Sales (Online)

“On behalf of our organization, I would like to thank the consultants & management of GITL for the successful migration of our existing on-premise CRM 2016 software, to the new version of D365 for Sales. We are happy that this project has been completed within the stipulated time frame and with excellent quality. One of the most significant aspects is that the entire execution was carried out 100% from offshore, which we think is a commendable achievement. The CRM & Outlook integration has helped our sales personnel considerably, and we think that the productivity of the work force has increased by as much as 90% due to the completion of this project. “

CIO

Highlights

Industry: Manufacturing

Project Location: USA

Engagement Since: 2018

Solution Snapshot:

- Anytime, anywhere access
- Data migration using “KingswaySoft SSIS Integration Toolkit for Microsoft Dynamics 365”
- 100% offshore project execution with regular customer calls
- Sure Step Execution Methodology

Business Solution

The organization evaluated different vendors before taking a migration decision. Godrej Infotech (GITL) did an in-depth analysis of the existing CRM 2016 on-premise application, along with the integration touch-points with ERP and document management system. Based on these inputs, work breakdown structure, estimated efforts and techno commercial proposal was submitted to the Customer. GITL also provided the detailed migration steps and resource requirements at each step as per best practices. This gave the customer lot of confidence. The entire work was proposed to be executed from offshore in-order to optimise the costs.

Highlights of the solution provided by GITL are:

- Standard software & Customizations were moved from on-Premise version to the Microsoft Dynamics 365 online sandbox
- Build, test and execution of KingswaySoft data migration packages to move data from on-premise to online sandbox in sequential order as per the schema design
- UAT signoff was done for the migration to sandbox environment
- Post UAT signoff, the system was migrated to the Microsoft Dynamics 365 Online Live environment

Benefits

- The project has been completed successfully, and users are now using Microsoft Dynamics 365 Online, which is accessible through web, mobile and tablet
- The latest CRM Outlook App enables sales users to interact seamlessly with CRM right from within Outlook.
- 100% reduction in IT costs related to server maintenance, network, VPN, OS patches, OS upgrades, & anti-virus.
- 100% improvement in efficiency of sales team due to CRM being accessible anywhere without connecting to VPN

Contact us



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About Godrej Infotech Ltd.

Godrej Infotech Limited, part of the \$4.1 Bn. Godrej group is one of the leading IT service provider specializing in End-to-End IT solutions and services. Strategic partnership with industry leaders like Microsoft, Infor, LS Retail, and Oracle have played an instrumental role in making the organization a mature IT partner that understands the value of business process automation. Our service offerings include Business Consulting, ERP Implementation & Support, Application Development, Integration, Digital transformation, Analytical services, Mobile Application Development, Infrastructure Management, and e-Commerce. We have domain and technology expertise in the manufacturing, retail, trading, distribution, logistics, hospitality, project, and service industries. A CMM Level 4 and ISO 9001:2015 certified company, GITL's service offerings follow proprietary methodologies derived from product best practices and experience in similar implementations. Headquartered in Mumbai, India we have presence in Middle East, APAC, Europe and US with customer footprints extending across multiple geographies.

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