

Polish broker company operating on a grain market as an intermediary between buyers and sellers. It works with large and small trading companies across the whole European continent.



# Dynamics CRM for broker company

## **BUSINESS NEED**

Upgrade from Dynamics CRM 4.0 to CRM 2015 in order to increase usability and functionalities in sales and services modules.

## **WHAT WE DID**

- Full functional upgrade from Dynamics CRM 2011 to CRM 2013 to CRM 2015.
- Making improvements in how the company manages email directly from Dynamics CRM.
- Implementing dynamic Excels.
- Integrating Dynamics CRM with Outlook.
- Integration with Cisco Call Manager.

## **TECHNOLOGIES**

Microsoft Dynamics CRM 2015



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