

In terms of turnover – one of the largest information technology companies in the world. Manufacturer of PCs, servers, printers and printing equipment as well as IT services provider.

CRM – SAP integration in the areas of: offering, sales, financial, inventory and manufacture data interchange

BUSINESS NEED

One of the Polish customers of our Client is using Dynamics CRM to manage customer relations. In addition the customer is using SAP – as the integrated ERP system. On everyday work to gather comprehensive data it is required to switch from one tool to another. It makes the work slow and frustrating.

WHAT WE DID

- We identified and unified the needs and requirements of different units.
- We adapted and extended Microsoft Dynamics CRM 2015 to customer requirements.
- We performed trainings for customer key representatives.
- We supported the customer during the initial phase after Go Live.

EFFECTS

- All key data in one place – there is no need to switch between many systems to gather key data.
- Improved operation efficiency for users daily work.
- New helpful reports allowing to better examine customer needs, sales success rate, manufacturing and stock levels and finally – draw conclusions.

TECHNOLOGIES

ASP.NET, IE 9/10, HTML5/CSS3/JS, jQuery UI, jqWidgets



With over 2000 engineers,
Sii is the Top IT & Engineering services provider in Poland.