



ennovate's CRM Solution for a global Construction company

Industry:
Construction

End User:

Our client provides solutions to Bridge, Drainage, and Storm Water since more than 100 years and is placed globally. They provide services for the civil engineering industry and provide innovative solutions for initial development and rehabilitation of existing structures and sites. They also offer landscaping, wall systems retention, erosion control and surface stabilization solutions.

Business Objective:

Our client has acquired several divisions during last 10years. Maintaining different applications on various technologies was a major challenge and our initial role was to support these applications. Our objective was to centralize/consolidate data for all office divisions, provide a single source of information for all Business Analytics and track sales, general & administrative expenses against budgets by variance analysis.

Solution:

ennovate team implemented Microsoft Dynamics CRM for the customer. We extended and customized CRM solution to accommodate the needs of customer. Our solution in Product & Attribute Management was a key player for them. We had the CRM solution talk with ERP system for accounting. It resulted in saving of ~90% manual work.

Challenge:

The most challenging part of this project was to consolidate information/date from seven heterogeneous sources into a single Data Warehouse. Other challenges were to identify the gaps between Microsoft Dynamics CRM and actual customer requirements and developing plug-ins & supporting applications to bridge those gaps.

Technology:

- Microsoft Dynamics – ERP, CRM/Great Plains (GP)
- Microsoft .NET 2.0, Microsoft BizTalk Server, Microsoft SharePoint Server
- SQL Server 2005

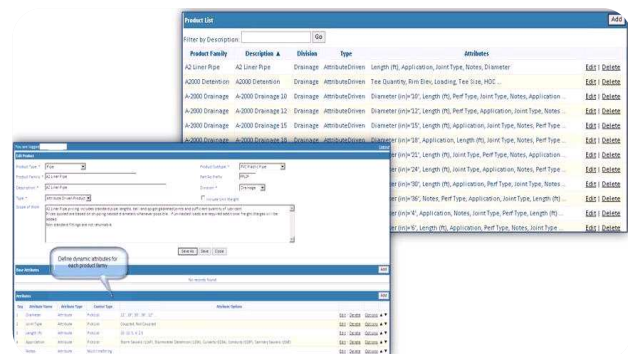
“ennovate has done an excellent job in understanding a business finance issue, designing a solution, and planning for the future, resulting in many game-changing successes for us in ERP. Thanks to them on their help with this project in expertise of the data warehouse and I know that it has already paid dividends in supplying me at least with accurate information across all ledgers.”

- Head Controller,
Construction Industry

Benefits:

- Consultancy: Business and Financial Consultation
- Implementation, Customization and Integration: GP, CRM and SharePoint
- Upgrade and Troubleshooting
- Training: End user Training, Special Functional Training for IT Manager or PM for GP
- Complete IT Infrastructure Support (including Hardware , Software, LAN Management)
- GP Customer Support on-site / offline
- Saving ~90% of manual work with automated work flow plug-ins

Snapshots:



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Case Study