MIGRATE MICROSOFT DYNAMICS CRM ON-PREMISE TO CRM ONLINE

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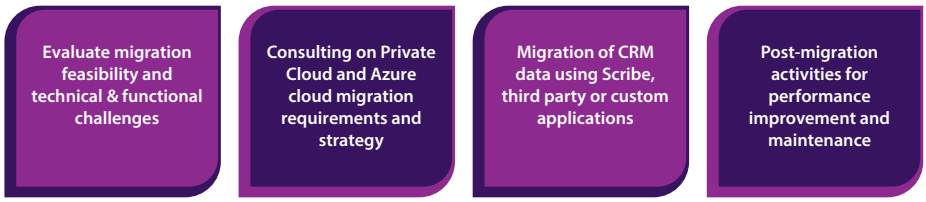
Migrate Microsoft Dynamics CRM On-Premise to CRM Online

An organization can plan to move from On-premise to Cloud/Online for many reasons such as: improving CRM applications accessibility for its employees, reducing maintenance and infrastructure costs, easier integration with cloud-based social apps, or for faster return on investments. Whatever the reason, the most critical factor for the success of such a vision is the effective migration of CRM data to the cloud, without affecting usability, access, and performance.

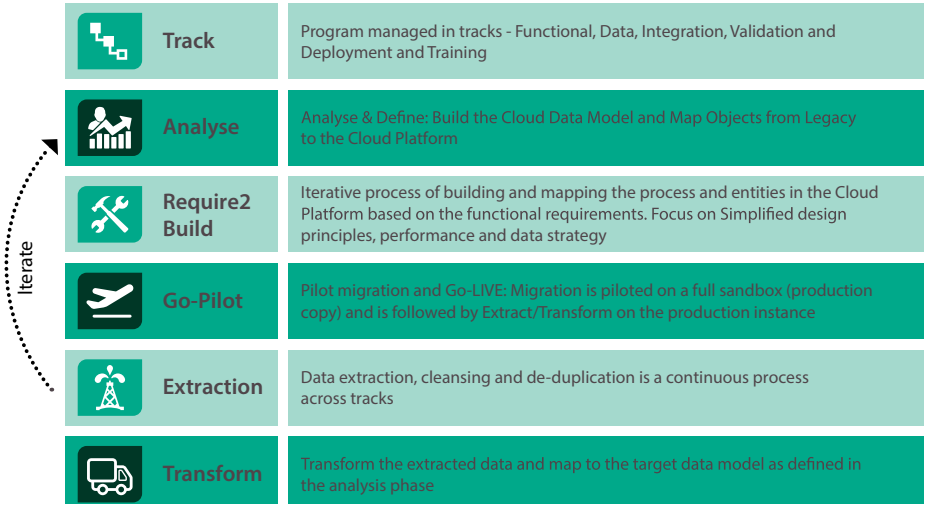
Infosys has built the expertise and accelerators to streamline end-to-end migration process through Scribe, MSCRM data migration tool, and other third party solutions, which ensure faster and effective migration to CRM online. Infosys follows best practices recommended by Microsoft as well as lessons learned from internal case studies to make sure Online Implementation and migration to CRM online is managed without any data loss, and without any unforeseen limitations. This is applicable to every business implementing the online solution with Dynamics CRM.

Infosys Solution Differentiators: Offerings & Processes

- End-to-end offerings to evaluate, plan, implement, and improve Microsoft Dynamics CRM On-premise to online migrations :



- Proprietary Infosys Iterative Build methodology, Support, and Release Management:



Accelerators:

MSCRM Data Migration Tool

- The key tool in MSCRM provides SSIS packages to fetch data into the staging DB and Post-Migration, Windows Job gets the data into the MS CRM application

MSCRM Bulk Entities & Attributes Creator

- This tool helps automate the creation of entities and attributes for MSCRM online and helps increase productivity

Unique ID Generator for an entity

- This accelerator Component extends unique ID creation functionality to any other entity for MS CRM Online

Alert Component

- This accelerator provides the alert generation to set alert rules and generate user alerts, based on the defined rule-sets

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Major Deliverables:

- Infosys will provide the Fit Gap Analysis for migration requirements
- Complete Solution build prepared will be provided to the client
- Data Migration Checklist –covers all the data migration components used, the dependencies, and tools used amongst other components
- Functional Design Document covers all the design flows and the processes used in data migration
- Technical Design Document explains the detailed design steps for data migrations

Client Success Stories:

One of the largest banks in the Scandinavian region offering financial services to corporate customers selected Infosys to deploy Microsoft Dynamics CRM Online solution, integrated with their Online banking application and customer self-service channels. The client had challenges in managing and generating leads, due to multiple legacy systems, unavailability of 360°-information, and manual management of opportunities and leads by sales personnel. Infosys developed a scalable solution on Microsoft Dynamics CRM online to provide end-to-end leads and opportunities management with an interface to the customer master systems. This allowed better access to customer information, improved collaboration of Account Managers with the back-end Private banking staff, and effective communication with Private Banking Clients.

A leading high-end motorcycle manufacturer chose Infosys as preferred partner to implement Microsoft Dynamics CRM online-based solution for real-time, mobile management of issues and contacts in the Government Affairs/ Regulatory Affairs/Motorcycle Regulatory Compliance space. Infosys implemented this cloud-based system, which is used to capture contact information and issues using mobile devices (iPhones and iPads) in real-time. This application helped in developing and furthering relationships with government officials to leverage the Company's position in overall growth strategy and prevention of legislation and regulation contrary to the Company's strategic objectives.

Core Competency:

- 400+ resources for Microsoft Dynamics across functional, technical, architectural, and PM streams
- 175+ cloud experts with strong focus on Microsoft Dynamics CRM cloud implementation and services
- 85% of Dynamics practice team is certified in MS CRM 2013
- 5+ years of undying experience in cloud CRM deployments for Tier 1 customers
- Experience with Scribe and other third party tools for Migration

Key Highlights of the Microsoft Dynamics CRM Practice at Infosys

Partnered with Microsoft for their internal implementation of Microsoft Dynamics CRM

Early mover advantage: involved in developing solutions on Microsoft products that have not been released to the marketplace

End-to-end offerings: consulting, package evaluation, implementation, rollout, upgrades and support

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