Infosys®
Navigate your next

MIGRATE MICROSOFT DYNAMICS CRM ON-PREMISE TO CRM ONLINE

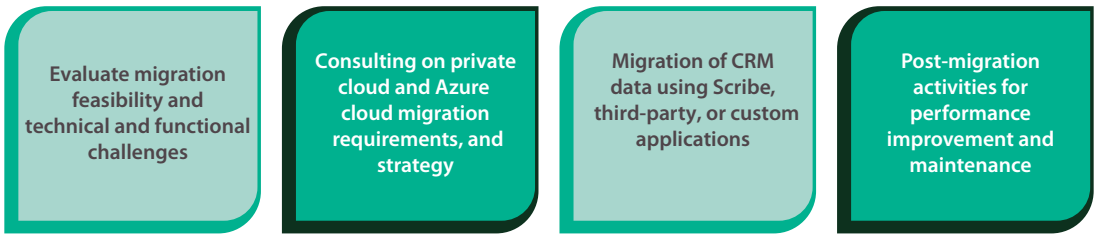
An organization can plan to move from on-premise to cloud / online for many reasons such as to improve CRM applications accessibility for its employees, reduce maintenance and infrastructure costs, integrate easily with cloud-based social apps, or achieve faster return on investments. Whatever the reason, the most critical factor for success of such a vision is effective migration of CRM data to the cloud, without affecting usability, access, and performance.

Infosys has built the expertise and accelerators to streamline the end-to-end migration process through Scribe, MS CRM data migration tool, and other third-party solutions, which ensure faster and effective migration to CRM online.

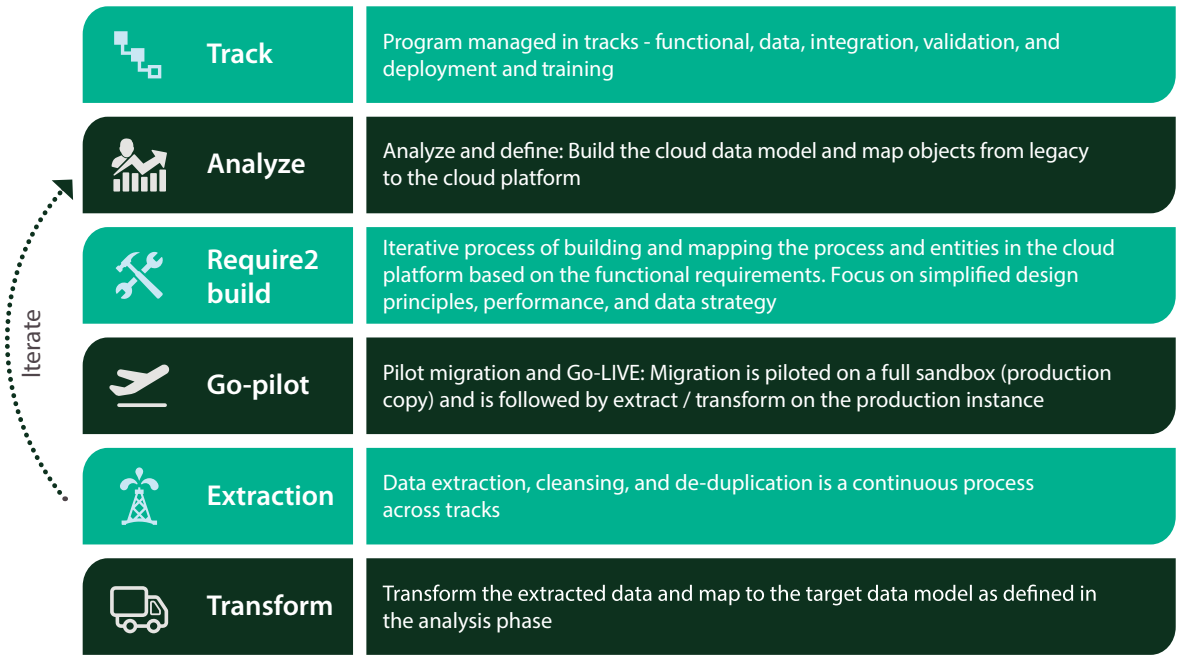
Infosys follows best practices recommended by Microsoft as well as lessons learned from client engagements to make sure online implementation and migration to CRM online is managed without any data loss, and without any unforeseen limitations. This is applicable to every business implementing the online solution with Dynamics CRM.

Infosys solution differentiators – offerings and processes

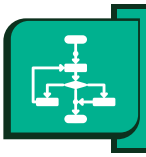
- End-to-end offerings to evaluate, plan, implement, and improve Microsoft Dynamics CRM on-premise to online migrations :



- Proprietary Infosys Iterative Build methodology, support, and release management:



Accelerators:



MS CRM Data Migration Tool

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

MS CRM bulk entities and attributes creator

This tool helps automate the creation of entities and attributes for MS CRM 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

Major deliverables:

- Fit-gap analysis for migration requirements
- Complete solution build
- Data migration checklist, which covers all the data migration components used, the dependencies, and tools used amongst other components
- Functional design document covers all the design flows and processes used in data migration
- Technical design document explains the detailed design steps for data migrations

Cases in point

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. Their main challenge was managing and generating leads, due to multiple legacy systems, unavailability of 360 degree 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 world-leading high-end motorcycles manufacturer chose Infosys as their preferred partner to implement Microsoft Dynamics CRM online-based solution for real-time, mobile issues, and contacts management 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 the overall growth strategy and prevention of legislation and regulation contrary to the company's strategic objectives.

Core Competency:

- 600+ resources for Microsoft Dynamics across functional, technical, architectural, and PM streams
- 195+ cloud experts with strong focus on Microsoft Dynamics CRM cloud implementation and services
- 85% of Dynamics practice team is certified in MS CRM
- 8+ 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

For more information, contact askus@infosys.com

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