

Dynamics Cloud Advisory Services

An organization can choose to implement cloud for a variety of reasons, such as reducing total cost of ownership (TCO), providing ease of access for employees across the globe, reducing maintenance and infrastructure costs, enabling easier integration with cloud-based social apps, or ensuring faster returns on investment. Whatever the reason, the most critical success factor of a cloud vision is effective

implementation of applications in the cloud, without impacting usability, access, and performance.

Infosys has built a comprehensive framework to streamline the cloud implementation process using cloud services frameworks, accelerators, data monitoring tools, and other third-party solutions that ensure faster and effective implementation on cloud / online.

Infosys follows best practices that are recommended by Microsoft and garnered from several client deployments, to facilitate and validate cloud-readiness, requirement fit-gap analysis, and cloud implementation and optimization. This is applicable to any business implementing a cloud solution with the Microsoft Dynamics suite of products.

Infosys solution differentiators

Offerings and processes

- End-to-end services for cloud-readiness assessment, fit-gap analysis for cloud implementation, cloud implementation and integration, and optimization services for Microsoft Dynamics CRM cloud implementation.



Readiness assessment -> Expert judgement -> Implementation -> Optimization

Analyze and assess the feasibility of cloud-readiness and technical challenges

Consulting on cloud implementation, expert judgement on fit-gap analysis

End-to-end solution to the cloud implementation
Support to the organization on cloud implementation

Continuous support activities for performance improvement and maintenance

Accelerators

MSCRM data migration tool

- The key tool that provides packages to fetch data into the staging DB and post-migration, Windows Job gets the data into the Microsoft Dynamics application



Advisory methodology on cloud vs. on-premise

- This consulting accelerator provides the key drivers and benefits of on-cloud vs. on-premise differences and helps clients become cloud-ready



Data export utility

- This tool provides the ability to connect with any online tenant, export the data, save the data in a standard file format, and place it in a secured ftp location



Initial data count utility

- This tool provides the ability to find the count of records for any business entity in any online organization. It is configurable to connect any online organization to fetch the counts with proper credentials



Major deliverables

- **Assessment report** for cloud readiness
- **Fit-gap analysis document** for technical and functional gap analysis
- Overall recommendations
- Strategy roadmap definition

Client success stories

One of the largest retail jewelry companies that designs and manufactures handmade, contemporary jewelry, selected Infosys to deploy Microsoft Dynamics Online solution, integrated with Adobe Marketing Cloud and Azure. The client had challenges of disparate and non-integrated customer data spread across systems, unavailability of 360° information, and consumer redundant data lying in different applications.

Infosys implemented a next-gen solution that integrated MS Dynamics CRM online and Adobe Marketing Cloud to provide an efficient, centralized system for better campaign management. We migrated huge consumer data to the cloud. The company now has a single customer view for all consumer information along with their design choices, wish list, and segmentation information. This allows better access to consumer information as well as accurate visibility of consumer information for reporting and use in dashboards.

For more information, contact askus@infosys.com

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