

Scribe Insight Upgrade, Dynamics CRM and AX Integration.

About Blendtec:

Blendtec is a manufacturing company that makes and sells commercial and residential blenders. The company was founded in 1975 by Tom Dickson and headquartered in Utah, United States.

Since its inception, Blendtec has been the leading pioneer in engineering blenders for commercial and home use. Today, Blendtec blenders are well known for delivering the world's most advanced, powerful blenders to homes, restaurants, coffee shops, juice bars, health clubs and more, in 68 countries around the world.

In July 2013, Blendtec won the 2013 Gold Innovation Award for innovations delivered by Blendtec's Signature Series and Stealth lines of blenders. Besides, Blendtec is also the parent company of the nutrition company Blendfresh, which was launched on July 14, 2014. You can read more about them here <https://www.blendtec.com/>

Business Requirement:

BlendTec approached CloudFronts with the below challenges –

1. The client experienced frequent problems pertaining to CRP environment connectivity between Dynamics CRM and AX
2. They demanded to move all Scribe Insight components from 'Production' environment to Conference Room Pilot (CRP) environment.
3. Along with these, they also seek to update Scribe Insight versions in other sandbox environments.

Solution Delivered:

Syncing customer data between Dynamics CRM and AX platform is a common practice among companies using Microsoft Dynamics 365. The client already was using Dynamics CRM and AX when they started to experience connectivity problems. The CloudFronts technical team restored the connectivity issues between the two platforms using the right tools.

The team also moved all Scribe Insight components from 'Production' environment to Conference Room Pilot (CRP) environment.

Upgrades generally contain enhancements to previous versions in terms of new features, capabilities, design, UI and are mostly requirement driven. Upgrades are important to keep systems updated with new technology and provide interoperability with other systems. Further, in some cases, upgrades are made mandatory as software vendor may also decide to discontinue support for the existing/older versions. Hence, in this case, CloudFronts team updated Scribe Insight versions in other Sandbox environments.

"The benefits to FastTrack has been measurable. As far as working with them is concerned, it has been really a great experience. You can track and operate the business at all levels after deployment of CRM and NAV into one single platform"

Post Go Live:

Post-go-live, the connectivity problem is eliminated and the Blendtec team is able to ensure smooth flow of data between both Dynamics CRM and AX. They are also able to utilize the updated Scribe Insights versions in other Sandbox environments. Furthermore, the consolidated platforms have driven greater operational efficiency for Blendtec.

Connect with us!**Corporate Office:**

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