Customer Success Story – ICON Network Solutions

CloudFronts helped U.S based ICON Network customize Dynamics CRM for their client to enhance their sales process and integrate their Dynamics ERP and Dynamics CRM for smoother operations.

About ICON Network Solutions

ICON Network Solutions is a California-based software company providing complete IT support solutions to any small-business network environment. With their diverse and extensive background in the areas of networking, technical support, training, and software development, the founders have administered Microsoft and Linux networks for higher education institutions, computer hardware manufacturers, as well as high-speed internet access (HSIA) network providers supporting over 2,500 properties of various sizes across North America. You can explore more about them here http://www.iconnetwork.net/

Business Challenges

ICON Network Solutions has a client that required integration between Dynamics NAV 2017 and Dynamics 365 Sales Professional to enable seamless data sharing and synchronized enable users to keep the information up to date in both applications.

Their customer, being a food and beverage manufacturer, also needed Dynamics 365 CRM customizations to streamline their sales process for executing the daily requirements smoothly.

Solution Delivered

Integration between Microsoft Dynamics 365 CRM (Sales) and Dynamics NAV (Navision) for Icon Network's customer was successfully executed using the SSIS Integration toolkit from KingswaySoft. SSIS Integration Toolkit for Microsoft Dynamics 365 offers the codeless integration capabilities with the greatest flexibility, performance, and ease of use.

Similarly, on CRM Front, the team customized the existing Dynamics CRM and introduced enhanced features to increase the visibility of the information in the system and suit the client's industry requirements. The client also had an SSRS report built on the Dynamics 365 Sales platform to get an analytical insight.

Check out the Press Release here >

Key Technologies

1. KingswaySoft (SSIS)
2. Dynamics 365 CRM
3. SSRS Report

Post Go-live

Post-Go-live, ICON Network Solutions was able to report the following benefits for their clients:

1. Post integration, the client is now able to experience the combined strengths of Microsoft CRM and ERP applications both in the same place without jumping into each other's platforms multiple times for accessing any information.
2. Due to the customizations done in the CRM, their sales and delivery staff can now access the same customer information easily into the system and execute their orders successfully.
3. The client can also now take decisive actions upon receiving the insights with SSRS report.

Email us your requirements at ashah@cloudfronts.com or fill out the contact us form.