



New York



London



St. Petersburg



Voronezh



Kharkov



Kherson

CRM Integration Case Studies

Planning, installation and configuration of a Microsoft CRM 4.0 server

The task was to install a fully operational Microsoft CRM 4.0 server, which called for hardware requirements analysis and a server cluster configuration. The Microsoft CRM server was supposed to handle more than 500 CRM users without performance drawbacks, be scalable for future needs and be backed-up on a regular basis. The CRM system must also be accessible from an intranet and from the internet.

Result

A fully operational Microsoft CRM-server was configured and customized according to the company’s business needs. The new CRM system has been in use for over a year and had a significant impact on increasing the overall effectiveness of the existing customer relationship management strategy, allowing for better tailored marketing campaigns and automation of mass mailing functions.

Technology

CRM server configuration, e-mail router configuration, MS SQL server optimization

Project Timeframe

One month

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