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CRM Migration Case Studies

Data Migration from GoldMine to Microsoft CRM 3.0

A company that's been using GoldMine for over six years approached DataArt with a request to migrate their existing client database to Microsoft CRM 3.0. DataArt has successfully migrated more than 200,000 contact records, more than 50,000 activities and notes records from Goldmine to MS CRM.

Due to the complexity of the GoldMine's database, migration was performed in three stages: initial data migration, cross-linking of related records and the final adjustment for a customized CRM database structure.

Result

The GoldMine database was smoothly migrated onto a new environment without any data losses. All the relationships between different types of records in the GoldMine database were mirrored in the Microsoft CRM 3.0 database, which was a significant challenge as both databases have completely different organizational structures. The main goal was to make all existing data available in the new environment, consistent and accessible to all users who've been using to use previous CRM system – GoldMine.

Technologies

MS SQL 2005, T-SQL

Project Timeframe

Four months

Upgrade from Microsoft CRM 3.0 to 4.0

DataArt was asked to upgrade an existing MS CRM 3.0 system to version 4.0. Time was of essence and the task had to be completed in less than a month. The upgrade needed to include not only data updates but also migration of all customizations, workflows and interfaces.

Result

After careful research of the company's needs and the user environment it was decided to make improvements and bottlenecks eliminations during the upgrade stage. The resulting CRM-system kept all the old functionality while providing optimized performance and additional robustness.

Project Timeframe

Two weeks

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