

CASE STUDY

OVERVIEW OF THE CLIENT

inoday client is a globally recognized pharmaceutical wholesaler that supplies safest and competitively priced medicines to government and non-profit organizations around the world. Focusing on the unavailability of needed medicines, our client strives to mark direct impact on the patients' lives by supplying right medicines to the patients with specific medical conditions. Based at Copenhagen; our client has exceeded expectations of its customers in a significant manner and has emerged on professional front. With increased business of medicine supplying, our client required better data integration; for which he approached us. Our experts provided correct implementation and professional services to let him manage all business smoothly.

BUSINESS CHALLENGES

- Client was facing critical Navision Interface issues.
- Lack of important reports to view daily sales, inventory statistics and purchase details.
- Client required every CRM work integrated with NAV.
- The client needed purchase module development in CRM portal and required to integrate with NAV.

HOW WE TACKLED THESE CHALLENGES

- We resolved existing Navision Interface issues.
- Our experts developed new reports to review daily stats, which greatly helped the client.
- We have accomplished CRM NAV integration.
- Offered number of changes and customizations as per business users' requirements.
- Offered solutions for Office 365 planner page customization.
- We have provided outstanding solutions regarding 'Purchase Module development' in CRM portal and integration with NAV.

IMPACT OF OFFERED NAV IMPLEMENTATION & PROFESSIONAL SERVICES

- With our offered solutions, client is successfully running the wholesale business.
- Our developed reports and business intelligence have immensely helped the client in demonstrating and understanding entire business statistics within given time interval.
- CRM & NAV integration has proved to be highly beneficial for client in maintaining entire business flow from CRM database to NAV database and vice versa.

