

# CONGRUENT'S DYNAMICS MSCRM SERVICE SPECTRUM

## ***Implementation***

- Requirement Gathering & Consulting
- Proof of Concept & Solution Design
- Configuration & Customization
- Data Migration from different sources
- Upgrade system, Data & Custom Process
- Transition & User Training



## ***Customization***

- Form, Scripting, Ribbon
- Process, Custom Workflow & Plug-In
- Advanced & Optimized SDK customization
- SSRS reports, Dashboard & Goal Management
- Customization specific to online, on-premise & IFD
- Customization for Outlook client & cloud service



## ***XRM & Add-In***

- New line of business application with XRM
- Extending CRM Modules
- Add-In with intuitive & high performance GUI
- Accelerator Implementation and customization
- Integration with Payment gateways, Google Map, & utility services
- Integration with SharePoint, ERP and other systems



## ***Virtual Team & Support***

- Highly skilled & experienced consultants
- Different levels & expertise in related technologies
- Transparent / Flexible policy & process
- Round the clock technical & functional support
- Well equipped infrastructure, video-conferencing, web meeting, VOIP



## ***MSCRM Technologies***

Microsoft CRM SDK, Microsoft .NET, Ajax, JSON & JQuery, Silverlight, WPF, Microsoft SharePoint Server, SQL Server Reporting Services, Business Intelligence, Accelerators, BizTalk, Scribe