

A global animal healthcare and mineral nutrition company built a robust, scalable and unified solution using **Dynamics 365** and **Azure**



Customer

The customer is a global and diversified animal healthcare and mineral nutrition company. They are dedicated to meet the growing demand for animal protein.

Business Challenge

The customer had operations across geographies. Each country was using a different system for sales and service. They were looking for one standard solution for all nations since most of the process is the same. Once the new system is implemented, they wanted to migrate data from legacy systems into a new application.

Here are some core challenges faced by the customer:

- Provide visibility on complaints/requests received from their end customers.
- Looking for a communication channel to communicate effectively with suppliers and vendors
- Enhance their data quality and weekly reports

WinWire Solution

WinWire executed a **standard data model** which will be suitable for most of the nations.

WinWire helped the customer to implement the **Sales module using Dynamics 365**. The customer already had a service module, and we majorly supported to streamline the service module processes.

- Completed data migration activity using **SSIS & Kingsway Soft connector** to migrate data from legacy systems into Dynamics 365.
- Built a customer portal which offered more visibility to end-customer complaints and queries.
- Weekly email service reports were created and hosted in Azure using **Azure Functions** to provide weekly updates regarding critical numbers.

Business Value

- Unified sales solution for multiple countries
- Improved data analytics
- Scalable solution for future enhancements
- Faster customer issue resolution