

ORACLE CRM ON DEMAND SUCCESS STORY

KEY SUCCESS POINTS

- World Leading provider of food and support services uses InFact Group integration solution to enable generic data exchange between CRM On Demand and ERP system
- XML-based data transfer system

InFact Group delivers Oracle CRM On Demand customer successes by accelerating deployments that allow customers to realize a greater, faster return on investment.

In 2008 InFact Group was proud to deliver an Oracle CRM On Demand integration solution to one of the largest operators in the food and support services industries.

The goal of the integration project is to deliver a generic, XML-based platform to enable integration of key business data (Accounts, Opportunities) in two directions between Oracle CRM On Demand and Microsoft Navision ERP in the back office via Microsoft BizTalk. These applications are communicating thanks to Web Services and the expertise of InFact Group.

The application in production today provides these facilities for different business requirements ranging from daily, through to monthly and weekly transfers of information for multiple countries. In addition, auditing features present administrators with detailed information about the data exchanges, and scheduling of the batches can be made using Operating System standard tools.

During the project, volume and performance batches were run in collaboration with the customer to enable testing and the integration offers filtering facilities to ensure the correct information is passed for input or output.

The solution is platform independent, and has been delivered at a fraction of the cost of traditional integrations, thanks to :-

- Hosted CRM On Demand with no hardware investment
- CRM On Demand as a Web Services compliant platform
- Future-proof integration offering batch and scheduled data exchange
- Accelerated Deployment Methodology from InFact Group

