

MS Dynamics XRM

Client's Background

Customer is mainly a leading solution provider in Health and Human services sector. This is a Florida based company with a turnaround of about \$30 million per annum.

Customer products coordinate and deliver integrated services amongst and between state agencies and community provides. They offer coordinated solutions for Behavioral Health, Foster Care, Education, Integrated Care, Developmental Disabilities, Transitions of care.

Client's Challenge

Customer has chosen MS Dynamics XRM as a development platform for all current and future product development and for as well as customized solutions.

MS Dynamics XRM is a robust Microsoft product which provides out of box features to develop product or to provide customized solutions.

Customer is trying to migrate earlier products and solutions which are designed and developed on other technology to MS Dynamics XRM. At the same time customer is building new products on top of MS Dynamics XRM in conjunctions with up to date technologies.

Real challenge for the customer was to accomplish this activity without affecting the current customers.

Customer was facing following challenges to accomplish this goal.

- 1) Accomplish the development and migration of existing solutions without affecting the existing customers.
- 2) Developing new products as per the market demands at the same time on top of MS Dynamics XRM.

- 3) Maintaining the development cost as MS Dynamics XRM developers are expensive at customer location.
- 4) Scalability from increasing the team size point of view.
- 5) Building a new team who has got knowledge of MS Dynamics XRM customization and also knowledge of domain health and human services.

The Our Approach

We have a four years of experience on designing and customizing solutions on top of MS Dynamics XRM. We have build a pool of resources which can deliver cutting edge solution on top of MS Dynamics XRM platform.

Customer needed to kick start the product development as soon as possible to meet their customer expectations. We immediately structured the team needed for customer in just two weeks of time.

The new development was planned on latest version of MS Dynamics XRM which is 2013. Our team was already trained and competent with new version which helped the customer to start using the new development features without much hassle. Inputs provided by our helped in designing the product.

We was involved in following development related activities.

- Designing entities
- Workflow development
- Custom workflow development
- Plugin development
- Web resource development
- Documentation

We introduced the single page application concept for web resource development. This was critical as to overcome the limitations of out of box features of MS Dynamics XRM. At the same time it was important to produce a solution which is maintainable, scalable and performance oriented. The single page application matched all the requirements.

The single page application was designed based on MVVM pattern using knockout, TypeScript, JQuery, Custom controls. The main advantage of this pattern is that multiple developers could work on different aspects of the same area. This certainly increased the speed of delivery of work.

At one point customer needed to increase the resource pool to start with new product development. We provided the new set of resources within desired time limit with the same skill sets. This addressed the customer's scalability challenge.

Now the customer is looking at us as reliable, scalable technology development partner.

Technology used

- MS Dynamics