



# Services with Impact

## Solution Overview

### Industry

24X7 High Volume Phone and Field Service

### Scenario

Require high volume, high speed integrations into Dynamics GP

### Benefits

- Integration time cut from 8 hrs to 30 minutes
- Built without any code
- Can be maintained in house, and modified to match changing business needs
- Can use SmartConnect for 4 planned future integrations

## Solution Provider

### eOne Integrated Business Solutions



eOne is a leading solution developer for Microsoft Dynamics. eOne are the developers of Microsoft Dynamics GP eXtender and SmartList Builder.

SmartConnect is the one stop integration tool for GP and provides:

- Integration from any ODBC data source, not just excel and csv.
- Full two way, real time Dynamics CRM integration
- Excel push into GP for data entry right into Excel
- Transaction generation, to automate all repetitive functions within Dynamics GP.
- The easiest to use, most flexible and fully extensible integration solution for Microsoft Dynamics GP and CRM

*SEI is a premium provider of custom-tailored call center services for leading companies worldwide. SEI have been growing rapidly and have more than 900 full time employees in the U.S., Europe, and China. SEI needed a solution that could tightly integrate their PeopleSoft service management and support tracking system with their back office operations. Microsoft Dynamics GP is used as the billing and accounting system and was taking more than a full day to import invoices at the end of each week.*

*SmartConnect was selected as the integration tool, as it maintained all business rules that had been built in Dynamics GP and in initial testing ran 50 times faster than the legacy solution.*

## Company

SEI provide technical support to retail outlets 24 X 7, in 12 languages and in 133 countries. Supporting some of the largest quick service restaurants globally, SEI has hundreds of thousand touch points with customers monthly. This results in over 10,000 individual invoices being generated each month

## Solution – Speed is Everything

SEI have in house point systems that support the primary business function, of providing first class support to their customers. PeopleSoft exports more than 10,000 data records into Excel which in turn becomes the source of data for SmartConnect.

SmartConnect connects direct to the spreadsheet, and takes just 30 minutes to create 10,000 Sales Order Processing records within GP. “We were wasting a whole day waiting for integrations to run, which meant that our team was unable to use the system. This reduced the utilization of the whole team, for an entire day. It now takes just 30 minutes from start to finish – and we could not be happier.” explains Dana Haesig, Controller.

## Solution – without a single line of code

This integration took less than an hour to put together, and did not need a single line of code. The drag and drop mappings meant that SEI’s internal team were able to configure the integration and then maintain it from that point on.

SmartConnect maintained all the business rules built into GP, so SEI could always be sure that the data was correct. If there are any errors during the process an email is triggered indicating which invoice failed, and the errors can be reprocessed, without any effort at all.

