

THE CENTER FOR HEALTH AFFAIRS KINGSWAYSOFT CLIENT CASE STUDY

The Center for Health Affairs uses SSIS Integration Toolkit to keep Microsoft Dynamics CRM up to date with their other systems and drive their business processes.

OVERVIEW

The Center for Health Affairs provides a variety of services oriented around healthcare for Northeast Ohio hospitals as well as nationwide through their affiliate CHAMPS Healthcare. They rely on Microsoft technologies in order to drive business efficiency in improving the health of the community. Microsoft Dynamics CRM plays a large role in facilitating communication between The Center for Health Affairs and their customers to keep them up-to-date with healthcare matters that impact their everyday lives.

THE CHALLENGE

The Center for Health Affairs needed to upgrade their Microsoft Dynamics CRM 2011 system to CRM 2016 and was looking for a tool to assist in migrating the data from CRM 2011 to 2016. Their previous data integration solution required processes to be set-up across multiple integration platforms which made it difficult to manage the execution of integration jobs. The Center for Health Affairs needed a single platform that could handle all their data integration requirements in order to minimize development, maintenance, and processing time.

THE SOLUTION

The Center for Health Affairs was extensively using SSIS within their data integration development already. Finding a tool to integrate with Microsoft Dynamics CRM that worked within their existing practice played a key role in their decision to use KingswaySoft's SSIS Integration Toolkit for their CRM data migration and integration. With this solution the development team can prepare, stage, and write data to CRM all within SSIS. The unique features within the tool also presented them with many opportunities to streamline their integrations to better manage and automate business processes.

One such feature The Center for Health Affairs uses regularly is the ability to execute a CRM workflow. They use this action frequently within their data integration development in order to automate the execution of emails and other CRM processes. With their previous system, a similar set-up required the development team to include the email body within the data integration project which they would need to constantly update for the CRM users. By taking advantage of KingswaySoft's ExecuteWorkflow feature, the body of the email can exist within CRM allowing the appropriate CRM users to access and modify the email body and workflow as needed without development's involvement. This gives control back to the CRM users and provides less maintenance for the development team as the data integration jobs do not need to be re-configured when changes are made to the workflow within CRM.

THE RESULTS

Using SSIS Integration Toolkit for their Microsoft Dynamics CRM data integration saves The Center for Health Affairs significant time in developing their data integration jobs and gives them more control of their data. Center for Health Affairs also takes advantage of KingswaySoft's Microsoft Dynamics GP and Microsoft SharePoint solutions to further drive their data integration development. This includes using the solution to extract CRM attachments and write them into SharePoint without the need for any code. SSIS Integration Toolkit presents The Center for Health Affairs with much easier methods to configure complex integration paths, and provides overall greater integration performance.

"I use the Dynamics CRM tools the most followed closely by SharePoint and they have saved me numerous hours compared to other solutions.

KingswaySoft has been very responsive to all of my customer service needs from purchasing, installing and tech support. They have exceeded my expectations."

~JOHN MCLEOD
Developer
The Center for Health Affairs

SSIS INTEGRATION TOOLKIT

- Easy learning curve, consistent application interface, familiar development experience using Visual Studio.
- A codeless data integration approach.
- Manages all intricate details involved in working with 365 CE/CRM web service interfaces, so you do not have to.
- Specifically designed features that help you achieve the best possible data integration performance, without jeopardizing your IT budget.

ABOUT KINGSWAYSOFT

KingswaySoft is a leading provider of data integration solutions for Microsoft Dynamics software and many other enterprise applications. Organizations from more than 75 countries rely on our solutions to drive their business data efficiency.

Our primary mission is to help our customers to be successful in their business by providing them with quality software products and innovative integration solutions at a competitive price.