

# Increased productivity, reduced costs & database space and an outstanding support

Spigraph is more than 20 years in business and one of the leading providers of document capture and processing solutions. With a wide range of scanners, software and services for all scanning needs the company became a global player on the document capture market.

With sales and service organizations across 15 countries in Europe and Africa, Spigraph serves more than 6,000 authorized partners and 40,000 customers in over 40 countries.

By using Microsoft Dynamics 365 for the daily business, the company came to the conclusion that certain functionalities were missing. On the search for a reliable solution to generate service reports and manage the size of database in Dynamics 365, our company was recommended to Spigraph by an acquaintance.

A simple demonstration and a good level of support convinced Spigraph of our solutions.

## The story...



### Challenges

- Generation of reliable service reports from Dynamics 365
- The need for visually unique and multilingual documents
- High demand for database space
- Database space is expensive



### Our solutions

- **DocumentsCorePack** is the #1 solution for fast and simple document generation, processing and automation.
- **AttachmentExtractor** saves money and Dynamics 365 data storage by moving e-mail attachments, notes and e-mail content.



### Customer benefits

- Increased productivity thanks to DocumentsCorepack
- Service after sales is faster with the automatic generation of service reports
- Reduction of costs and database space with AttachmentExtractor
- An outstanding level of support

## At-a-glance:

**Customer:** Spigraph

**Website:** <http://www.spigraph.fr/>

**Customer Size:** 200 employees

**Country:** France, Spain, Portugal, Germany, Austria ...

**Industry:** Distribution

**Core business :** Professional scanners & processing solution

## Challenges

By using Microsoft Dynamics 365 for their daily business, Spigraph came to the conclusion that certain functionalities were missing.

One of the key problems with the standard Microsoft Dynamics 365 implementation was the creation of a visually unique and multilingual document. A reliable generation of service reports was difficult and could not be realized without implementing a 3rd party solution. Another issue the company had, was the high demand for database space and therefore the expensive costs.

A simple demonstration and a good level of support convinced Spigraph to utilize solutions from mscrm-addons.com going forward.

## Our solutions

**DocumentsCorePack** - the #1 solution for fast and simple document generation, processing and automation based on Dynamics 365 data.

**AttachmentExtractor** saves money and Dynamics 365 data storage by moving e-mail attachments, notes and e-mail content.

Since the installation of our solutions by Spigraph, an increased productivity and the reduction of costs and database storage was the result.

The company would recommend everyone to check out solutions by mscrm-addons.com.

*“Our first goal was to find a simple and effective tool to create and send our service reports to our clients. We achieved it with DocumentsCorePack. After some time, we implemented the AttachmentExtractor solution to reduce our database on Dynamics 365. We are very satisfied with both solutions and have continued to use them since 2016.”*

Julien Charretier, System Engineer

### Contact Us:

office@mscrm-addons.com  
+43 316 680 880

### Learn More

 <https://www.mscrm-addons.com/>

**Microsoft  
Partner**



Gold Application Development  
Silver Cloud Platform