

## Power package – a mix of our most productive MSCRM-ADDONS solutions

No matter if underground rail and road tunnels, indoor swimming pools or low-energy houses – the product line of SYSTEMAIR can be found where perfect room climate and sophisticated HVAC technology are essential.

SYSTEMAIR stands for reliability, intelligent design and efficient solutions. It is therefore no wonder that the multinational enterprise decided to replace the formerly existing, country specific infrastructure by a Customer Relation Management system that could be used by all branches.

After intensive inquiries, SYSTEMAIR decided to rely on Microsoft Dynamics 365.

With the Microsoft partner SIEVERS-GROUP, SYSTEMAIR brought a strong partner for the integration on board.

Today, a tailor-made combination of Dynamics 365 and our MSCRM-ADDONS guarantees the smooth execution of all Dynamics 365 relevant business processes. But until then, SYSTEMAIR had to go a long way.

### The story...

#### Challenges

- Create professional documents directly from Dynamics 365 and process them automatically and seamlessly
- Minimize the time spent on scheduling teams and resources
- Maintain a more user-friendly Dynamics 365-navigation
- Improve Dynamics 365-internal search function

#### Our solution

... consisted of a mix of our most productive MSCRM-ADDONS that applied exactly where room for improvement was left.

Many challenges – one flexible solution:

#### **MSCRM-ADDONS Power Package**

#### Customer benefits

- **DocumentsCorePack** allows fast & simple document creation and offers a set of tools to process documents
- **GroupCalendar** allows displaying activities from users or resources.
- **SmartBar** allows easy navigation between related Dynamics 365 records.
- **PowerSearch** provides a powerful search routine across several entities and fields.

### At-a-glance:

**Customer:** Systemair, Sievers-Group

**Website:** <https://www.systemair.com/>

**Customer Size:** 4900 employees

**Country:** Sweden, Europe

**Industry:** Housing

**Products and Services:** Indoor climate products

## Challenge

The reorganization of internal processes demands a high degree of openness to changes and patience. Whoever has gone through such a process knows that soft spots in newly implemented systems often appear after the go live, especially in multinational enterprises. Since multinational enterprises often depend on individual and flexible solutions. That's what exactly happened in the case of SYSTEMAIR. Directly after the implementation of Microsoft Dynamics 365, there had been a significant increase in productivity.

After some time, the company felt that some crucial functionalities were missing: Besides the fact, that professional Word & PDF documents could not be generated directly in Dynamics 365, documents could neither be processed seamlessly. Also, SYSTEMAIR lacked in a clear scheduling tool, which led to an enormous amount of time spent on scheduling issues. Provoked by the upgrade to CRM 2013, the CRM-internal navigation turned out less user-friendly than before. This led to a decrease in productivity. Last but not least, the Dynamics 365 intern search function had lots of room for improvement.

## Solution

The company started to look for a strong partner, who was willing to roll up his sleeves and get to work. Finally, SYSTEMAIR opted for us and some of our most productive MSCRM-ADDONS. Fortunately for us! Because in the case of POWERSEARCH, the collaboration led to a totally new, innovative product, which was immediately added to our product portfolio. The following MSCRM-ADDONS ensure that all CRM-related processes at SYSTEMAIR run smoothly:

**DocumentsCorePack** allows the professional creation and the seamless processing of documents directly from within Dynamics 365.

**GroupCalendar** raises the scheduling standard of activities, teams and resources in Dynamics 365 thanks to its clarity to a totally new level.

**SmartBar** facilitates the navigation in Dynamics 365 and thus, enhances the productivity of employees.

**PowerSearch** combines the simplicity of standard search with the capabilities of Advanced Find.

*"We were presented with many challenges, which we were able to quickly solve thanks to a cooperation with MSCRM-ADDONS. They thus play a decisive role in the project's success and have increased productivity in the provision of services for our customer."*

Martin Welling, Sievers Group

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