

Dynamics CRM Implementation & Customisation

“Fuel Fix help those that use the wrong fuel daily, with hundreds of customers across the UK.”

APPROACH

FFX Trading Ltd had a very manual process in receiving jobs and distributing them to the relevant engineer. ARC-IT's main objective was to find a way to collate all the jobs in a centralised point and assign the jobs without duplication of work.

ACTION



We created a 30 day free trial for Dynamics CRM, which allowed FFX Trading Ltd to decide whether or not this was the right product for them without any commitment.

FFX Trading Ltd established the 'out the box' processes that worked for them and created a list of customisations they wanted.

ARC-IT offered support for the entire trial and encouraged FFX Trading Ltd to submit tickets and feedback any concerns or queries they had on any particular process.

ARC-IT assigned a team of developers to work on the requested customisations ensuring that the customer was continuously kept in the loop.

A dedicated account manager was assigned to FFX Trading Ltd and allowed visibility throughout the project.

RESULT

The initial project was completed and implemented with great success. FFX Trading Ltd are continuously looking to improve the quality of their service and innovate their market which means ongoing customisations of their CRM.

FUTURE

ARC-IT project manage all requests from FFX and implement them with a demo before being published. Annual reports are run to ensure productivity is at its most efficient ongoing.

“We have implemented Dynamics CRM and with the support from ARC have found it to be an essential part of our business. We cannot wait to see where Dynamics takes us in the future.”