



isolutions[®]

ZHAW

«With the latest technology as a basis, we can now implement our upcoming requirements. We want to handle the meetings and registrations for events, including the processes behind them, via CRM. We look forward to working with isolutions to further develop our CRM and provide our users with new functions.»

Eliane Briner, Technical Specialist CRM

With eight departments, more than 14'000 students and around 3'400 employees, the ZHAW is one of the leading Universities of Applied Sciences. It is active in teaching, research, continuing education and services/consulting – practical and scientifically sound. The education offered at three locations Winterthur, Zurich and Wädenswil includes Bachelor's and Master's degree programs.

Zürcher Hochschule
für Angewandte Wissenschaften

zhaw

The Zurich University of Applied Sciences (ZHAW) is taking off and migrating its Microsoft Dynamics 365 to the cloud with isolutions.

Initial situation

ZHAW has been working with the CRM system Microsoft Dynamics CRM since November 2013. In March 2017, it migrated to the successor version Microsoft Dynamics 365. The demands from the departments and the technical requirements from ICT are constantly increasing.

To meet these and to be able to quickly implement new customer requirements, the ZHAW decided to switch from the on-premise version to the cloud version of Office 365.

Solution

In the course of the digitization strategy, over 700 users were migrated to the Microsoft Cloud with the support of isolutions. The educational institute has thus taken a big step in the direction of cloud hosted services. With the migration to the cloud, the CRM solution of the ZHAW is at the cutting edge of technology. The university now has

completely new options at its disposal, such as the simplified integration of peripheral systems or the use of marketing services and customer portals. The way is now paved for further optimization and expansion.

Benefits

- Hosting resources in your own data center are saved by using the cloud.
- Thanks to the latest features provided by Microsoft, the departments of the ZHAW have completely new possibilities at their disposal, such as the use of customer portals or marketing services.

724
users in the cloud

1'000'000
CRM activities



state of the art technology

Partner profile

#weshapethefuture

Founded in the civil defense cellar by three visionaries from the Bernese Oberland, isolutions has been accompanying companies into the digital future since 1999 as the largest dedicated Microsoft one-stop-shop in Switzerland. We integrate Microsoft services in a way, that adds value and has a positive change in the corporate culture.

Supported by over 200 passionate minds consisting of business and technical consultants, change makers as well as software developers, architects and cloud natives, we are driven to peak performance by our customers and their challenges. Together with customers from different industries, we build the bridge to the tech giant Microsoft. All with one goal: To create the best employee and customer experience in order to achieve competitive advantages.

Customers love our inspiring corporate culture, which is contagious. It successfully supports and overcomes organizational or technological challenges. Together with them, we shape the future of teams, products, companies and entire industries.

Locations

Bern
Schanzenstrasse 4c
3008 Bern

Zurich
The Circle 38
8038 Zürich

Basel
Güterstrasse 144
4053 Basel

Barcelona
Carrer de Trafalgar 6,
2a planta, despacho 28
08010 Barcelona

Contact

isolutions AG
+41 31 560 88 88
info@isolutions.ch