



isolutions

Schleuniger

«isolutions proved to be a competent partner for advice and support. Our close-knit collaboration meant that we could handle even the most stressful stages of our project with ease. We would work with isolutions on our projects any time.»

Sarah Furer, Project Manager SAP Business Process Engineer

Schleuniger is a global technology company and a leading provider of solutions for the wire processing and equipment testing industry. The Schleuniger Group represents the wire processing business segment for Metall Zug Group, which is listed on the stock exchange, and employs around 1'000 members of staff and 50 apprentices across three continents. Schleuniger operates development and production sites in Switzerland, Germany and China, along with various sales and service companies in the EMEA, NAFTA and APAC regions and more than 40 distributors worldwide.

 **Schleuniger**

Sales, Services and Marketing united in a single tool thanks to Dynamics 365 and integration with SAP.

Initial situation

Schleuniger conducts operations internationally and has a global presence across its various sites. With a number of different ERP and CRM systems in use at its respective subsidiaries, Schleuniger launched an international project focusing on introducing SAP as its ERP system at every site.

The aim of the project was to roll out Dynamics 365 as a CRM system via an SAP interface as a means of bringing about efficient interaction between the Sales, Services and Marketing divisions. isolutions was made responsible for this job

Solution

Together with Schleuniger, isolutions introduced Dynamics 365 to the cloud for Sales, Services and Marketing, with the product suite being implemented under the Microsoft standard where possible. In all other cases, business logic was developed to aid users, help save time and prevent erroneous entries. In a first step, an interface was built around the existing SAP R3 to pave the way for the go-live. The second step involved expanding and modifying this interface, and linking it to the new SAP S/4 HANA Cloud.

In addition, SharePoint was integrated into Dynamics 365 based on user preferences, with user rights being automatically copied over. This was done using Azure Logic Apps and Azure Functions, which designed SharePoint Workspaces according to Schleuniger's preferred structure.

The solution is currently being rolled out in the DACH region (Germany, Austria and Switzerland). An international roll-out is scheduled to take place in the USA, China and Japan in the near future.

Benefits

- The bidirectional interface co-developed by isolutions between the ERP system (SAP) and the CRM system (Dynamics 365 CE) provides Sales, Marketing and Services with a 360-degree view of all relevant customer data. Thanks to the centralized system, users can quickly and efficiently gain an overview of the interactions with customers and respond to requests accordingly.
- This 360° view of the customer is enhanced thanks to the integration of SharePoint, which enables all documents stored in the specific customer dataset to be retrieved directly from the CRM system. This provides a key competitive edge, not least when considered internationally.
- With numerous processes being automated, this also leads to better data quality in the long run and saves time during data entry.
- Updates are smooth and easy thanks to the system's integration with Microsoft Dynamics 365 in its CE Standard configuration.

450
requests per month

111
licensed users

30
service users

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

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