



# Microsoft Dynamics

---

CASE STUDIES

## Case Study: Customized CRM built to ease Operational Management

### Problem Statement

One of our U.S. based clients from Healthcare industry was using obsolete technology for their organization. Due to primordial technology it has many limitations like web access mobility, digital signature, photo capture integration.

### Old Technology & Limitations

MS Access (As Database) was not sufficient to store the data as per the requirement and the application was not having the features like digital signature of the patient, web access, photo capture integration. Due to obsolete technology all the patients have to come to the office and have to fulfill the form formalities which was the major challenge for the organization, because it is not feasible for all the patients to come to the hospital.

### Solutions

Our CRM geeks have built the *customized CRM* with flavored features like inbuilt photo capturing feature, mobility of MS CRM, integrated with Microsoft SharePoint 2010 for our client. These features have not only ease our client's operational management but also their patient's mobility and usability.

### Benefits

- ❖ Client can create customize table as per his requirement.
- ❖ Added digital signature feature (Patient can sign the form with his/her from their place).
- ❖ Web Access (Patient can access and enter the data from anywhere).
- ❖ MS CRM (Which ease the administration and management work).
- ❖ Photo Capture feature (Patient can click his photo from the integrated webcam which directly adds in his/her form).

## Case Study: Microsoft GP Solution for Finance Business

### Problem Statement

One of our U.S. based clients from Finance industry was using primordial technology for their organization. Client was using Microsoft Excel for their organization and they have to enter all the information manually in the system which was time consuming, lengthy and repetitive.

### Old Technology & Limitations

In Microsoft Excel all the transactions and invoices they have to enter it manually, which results into delay of services, customer dissatisfaction, and high chances of wrong calculation of interest which will result into monetary loss.

### Solutions

We have provided our **MS GP Solution** to this client. Our MS GP System was fully functioned and it was designed and integrated in such a way that has solved all the problems of this client and make the organization more profitable.

### Benefits

- ❖ Our Experts have designed new windows and data fetching features have removed all the manual work of the employees (Using VB.NET and C#.NET Expertise).
- ❖ *Automated Calculation Feature* (As per the Fiscal Accounting system all the interest calculation, loan settlement calculation and loan adjustment calculation became automated).
- ❖ *Web Access* (Now lender and borrower can check the loan details from anywhere, anytime).
- ❖ *MS GP* (Centralized GP system has ease the administration, management, accounting and collection work).
- ❖ *Automated Entries* (We have automated all the transactions entries so no chance to lap or miscalculate the interest amount).
- ❖ *Business Portal* (This feature will help the management to access the system from anywhere, anytime).
- ❖ *SSRS Report* (Now management can see the customized report periodically).

# Thank You

USA	INDIA	UK
Rigel Networks LLC 1500 Quail St. Suite 280 Newport Beach, CA 92660 USA Tel: +1-949-891-2571 Fax: +1-949-258-5840	Rigel Networks Pvt. Ltd. 7 <sup>th</sup> Floor, Dwarkesh Complex, R.C. Dutt Road, Alkapuri, Vadodara - 390005 Gujarat, India Tel: +91-265-3088707 Fax: +91-265-6670207	Anushya Ltd. 12f Capital Business Centre 22 Carlton Road, South Croydon, Surrey UK CR2 0BS Tel: +44-7813-772-973 Fax: +44-2089-162-271

## About Rigel Networks

Rigel Networks is an End to End IT Services Company having global footprint with offices in US, UK and India. We are a One Stop Solution provider, and our services span across custom software development and maintenance, software integration, migration & re-engineering, remote infrastructure management and business process outsourcing. We have developed and implemented successful solutions for an extended range of industries including Jewelry, Hospitality, Healthcare, Roofing, Retail, Entertainment & Leisure and Mortgage & Finance. We foster customers business by innovation, quality, structured processes and collaboration with global resources to fulfill our mission of "Let Us Grow Together!"