



Integration Services for Microsoft Dynamics CRM Get a Complete Picture of Your Customer

Customer Relationship Management (CRM) systems, often referred to as front office systems, and Enterprise Resource Planning (ERP) systems, often referred to as back office systems, can be integrated to provide a **more complete view of customer data**.

Some typical front to back office integration points are:

- Customer record synchronisation
- Product catalogue synchronisation
- Product pricing configuration
- Order entry, fulfilment and order status
- Invoice and collections information

Integration reduces systems complexity and helps organisations derive more value from data. Our teams of integration specialists use integrations tools including our **own developed integration engine** and/or Microsoft BizTalk Server along with industry standard XML messaging to enable transparent data transfer between multiple systems.

Examples of integrated applications:

- Sage
- Access Accounts
- Exchequer
- Coda
- Infor / Oracle / SAP ERP
- Customer's own bespoke applications
- Unix & Linux based Oracle / DB2 / MySQL applications
- And many, many other line of business applications ...

If you would like to see more, please call us on **0845 450 1427** or email us at info@consultcrm.co.uk

