IT Infrastructure Tracking

The Client is an IT networking solutions provider with enterprise partnerships like IBM Gold Partner, Microsoft Certified Networking Infrastructure Solutions Partner, and strategic association with Computer Associates, Telstra, and Cisco. The project was to build an IT Infrastructure Tracking system using Microsoft CRM 1.2.

Challenges

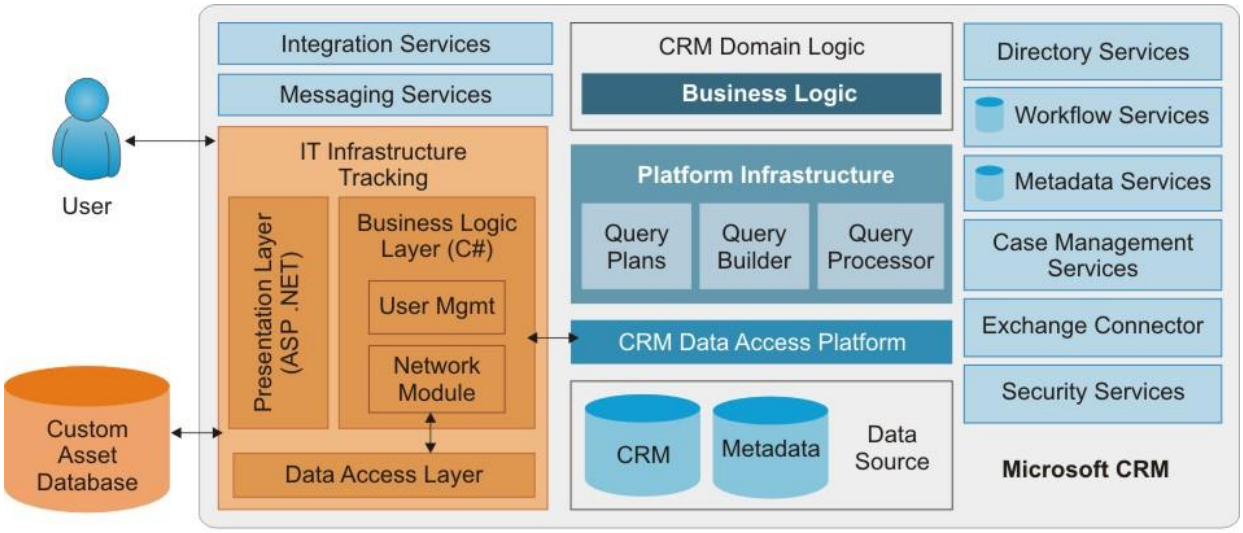
The vision of the project was to leverage Microsoft CRM to provide a birds-eye view of the entire infrastructure assets of customers in various sites. That would not just facilitate internal operations but also provide a single point of control to clients and resellers.

Our Solution

Microsoft CRM 1.2 is a generic CRM application with modules like Accounts, Contacts, Leads, Opportunities, Activities, Orders, Invoices and other similar customer facing modules. However, it does not have any module related to asset management. The purpose of this project was to create a module for managing IT Infrastructure Resources and integrate it with MS CRM's security model.

e-Zest developed two modules

- **Network Module:** This module provides interfaces to view and manage information related to various IT assets like networks/ISPs/Hardware/Devices/Remote Connections spread across multiple sites. Security can be defined at individual asset level.
- **User Module:** While client's internal users were Active Directory authenticated, a separate User Module was developed to manage external users (clients, resellers). This module also provided generic administrative capabilities like Site Management.



*Note: Modules Shown in **ORANGE** are developed by us.*

Technology Stack

Microsoft.Net, SQL Server

Conclusion

The application helped in fulfilling client's requirements of single point of access for clients' data as well as data related to their IT assets from within MS-CRM without disrupting regular CRM processes. We devised non-intrusive technical solutions that enabled smooth implementation and adoption of new modules within CRM while providing secure access to external users. A look-and-feel exactly matching MS-CRM interface demonstrated e-Zest expertise in web design and graphics capabilities and ensured uniform user experience for end users.