

3 Customer Wins – D365 SALES

The logo for Orangebox, featuring the word "orangebox" in a lowercase, orange, sans-serif font.The logo for Greg Rowe Limited, featuring the words "GREG ROWE" in a large, bold, white, sans-serif font, with "limited" in a smaller, white, sans-serif font to the right.The logo for Carter Jonas, featuring the words "Carter Jonas" in a white, sans-serif font, set against a dark purple square background.

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orangebox SALES

orangebox

Who	Orangebox is a leading UK furniture manufacturer designing innovative solutions for today's ever-evolving workplace
Challenge	<ul style="list-style-type: none">• Disparate systems, Data silos, Inefficient working practices• Cross function visibility lacking including sales pipeline• Inconsistent Customer service, no 'one view' of the Customer
Solution	<ul style="list-style-type: none">• Sales, Portal, Service, Field Service, Portal for Agents, Power BI• Auto Work Orders from Sales Order• Load Planning, Vehicle Tracking
Outcome	<ul style="list-style-type: none">• Can see the position for each customer in near real time• Automated load planning,• Mobilised field delivery and installation users



Greg Rowe SALES



Who	GREG ROWE LIMITED is a designer and manufacturer of award-winning kitchen taps. Its 4-in-1 kitchen tap was the first to dispense hot and cold flows of water, filtered 100°C boiling water, and filtered drinking water.
Challenge	<ul style="list-style-type: none">• Rapid expansion demanded efficiency to collect, store and manage lots of customer data in order to maintain the highest possible service levels.• The fragmented legacy systems made this a labour intensive and therefore a costly and inefficient process
Solution	<ul style="list-style-type: none">• Microsoft Dynamics CRM• Upgrade from NAV to Dynamics 365 Business Central
Outcome	<ul style="list-style-type: none">• Full control, from the CRM level through to the recording of information into transactions at ERP level, joining up the whole circle



Carter Jonas

SALES

Carter
Jonas

Who	Carter Jonas has over 700 people working in 33 offices, strategically placed across the UK. Our corporate head office is located in Chapel Place near Oxford Street in Central London.
Challenge	<ul style="list-style-type: none">• To move to an up to date Dynamics 365 Cloud solution in-line with their Cloud Strategy, and at the same time• leverage the additional features and benefits of the D365 Customer Engagement (CE) solution to remove unwanted modifications and be as close as possible to a vanilla.
Solution	<ul style="list-style-type: none">• D365 for Sales, PowerApps
Outcome	<ul style="list-style-type: none">• They were able to remove a number of previous developments from their solution,• Moving to a simpler, more effective solution without compromising their key requirements.• A focus on use cases and what they were actually trying to achieve led to further benefits around integration.

