



CASE STUDY

MICROSOFT DYNAMICS 365-BASED SAAS APPLICATION DEVELOPMENT

Increased sales of a fire and building compliance solution provider by 64%

Client Background

Our client develops the #1 cloud-based chemical classification and inventory management solution endorsed by the International Code of Council (ICC). The solution is used by regulators, architects, facility managers, code officials and enterprises to classify and manage hazardous materials for fire and building code compliance. However, the client's existing application was Windows-based, difficult to use, non-responsive and lacked essential features. The entire process of research and classification of materials and creating compliance reports as per the hazard class was manual, tedious, and time-consuming. The key client objectives of the client included:

- Simplify and automate categorization of materials as per chemical codes as explosives or non-explosives at any construction site/building.
- Expedite compliance and reporting and make it cost-effective for their customers.
- Ease subscription management of the solution from the portal and CRM.
- Achieve ICC marketplace integration and payment gateway integration.
- Introduce an application rich with features such as faster inventory management, configuration of custom entities, import bulk data using Excel import and effective role-based user management.

Xoriant Solution | Key Contributions

The client chose Xoriant as its technology partner for application development using Microsoft Dynamics 365. Xoriant brings two decades of technology partnership with Microsoft, over 500+ Microsoft Technology Experts who facilitate enterprises to use Microsoft Azure effectively. The new SaaS-based application is developed on the Microsoft Dynamics 365 platform using Microsoft Sure Step methodology. The key contributions included:

KEY BENEFITS

- Increased sales conversion by 64% with the help of the new web-based application.
- Improved the user interface and experience with multi-device and multi-browser compatibility.
- Increased consumer base with the improved SaaS solution.
- Achieved quick and deeper visibility into customers and the number of licenses, simplified renewals with the introduction of license module.
- Secured application accessibility with email authentication to licensed users.

- Transformed the Windows-based application to a SaaS-based responsive web application developed on Microsoft Dynamics 365 with multi-browser and multi-device support.
- Introduced automated report generation - a unique sale point of the application, with which inventory and city reports could be generated in less time.
- Used Common Data Model and services along with the Microsoft Power Automate workflow for inventory management.
- Enabled communication on license expiry, policy change with end clients directly through Microsoft Dynamics 365 portal.
- Developed the Power Apps portal for external application users.
- Programmed the payment gateway integration between the client and ICC website with Microsoft Dynamics 365 CRM for effective license and subscription management, including application interface between Microsoft Dynamics CRM and client website.
- Ensured chemical composition entity customization in Microsoft Dynamics 365 entity along with four sections assuming same field for all chemicals: IFC 2009, SARA, DOT 49 CFR, Compatibility.
- Enabled role-based access control to ensure restricted system access to authorized web users.
- Improved application of security through secured access with email authentication to licensed users.
- Provided GIT instructed guide for new users on how to use the application with ease.
- Achieved seamless project delivery with the priority of new features allowing teams to track work, manage code, run builds, deploy applications, and manage tests using Azure DevOps.

Client Testimonial



From application transformation, agile delivery to being a proficient Microsoft technology partner, Xoriant demonstrated a customer-first mindset. Their engineering team was solution-oriented, nimble, and responsive to our business and customer needs.



Technology Stack

Microsoft Dynamics 365 | Microsoft Power Apps | Microsoft Power Automate | Azure DevOps



Xoriant is a product engineering, software development and technology services company, serving technology startups as well as mid-size to large corporations. We offer a flexible blend of onsite, offsite and offshore services from our eight global delivery centers with over 4000 software professionals. Xoriant has deep client relationships spanning over 30 years with various clients ranging from startups to Fortune 100 companies.