



**GREEN BEACON
SOLUTIONS**

Onyx CRM Software Consulting Services

Advising Onyx Software customers to determine the ideal CRM solution to support their business needs



About Us

Green Beacon Solutions partners with clients to implement integrated financial, supply chain, sales automation, and marketing business solutions built on proven Microsoft technologies. Our unique combination of technology, people, and process quickly help identify and implement expert strategies that support our client's business objectives within the distribution, professional services, banking/banking services, and manufacturing industries.

Why Green Beacon?

Our technology and consulting expertise, combined with our success in solving customer issues, have resulted in our unmatched industry reputation. We have an outstanding track record developing, delivering, and integrating ERP, CRM BI and Marketing Automation technology solutions that deliver direct business benefits for our customers.

Partnering with Onyx Software clients to select, implement, and support the right CRM solution

When you originally invested in your Onyx CRM solution, your objective was to attain a 360-degree view of your customers to improve the quality and satisfaction of each interaction, maximize the profitability of your customer relationships, and leverage customer information to drive new business development efforts. Over time, technology has improved and evolving market conditions may have impacted the system's performance and usefulness.

Perhaps this has happened and you've realized that:

- Legacy versions of Onyx CRM Software are no longer supported
- Onyx Software support and maintenance costs are increasing, while the corresponding value of the CRM system is decreasing
- Your Onyx CRM Software isn't compatible with current hardware and software technologies
- Aging hardware needed to run your Onyx CRM software is prone to frequent failure and impacts your organization's productivity
- New business processes are not supported by your current Onyx CRM software, leaving you vulnerable to risk

Regardless of the reason, let Green Beacon Consulting help you determine the best CRM option to support your business needs to achieve your objectives, and ensure your investment continues to pay dividends.

Why Green Beacon Solutions? We always work hard to make sure you have many reasons to value a relationship with us. Not only do we know CRM better than anyone, but we also understand how firms of all types and sizes successfully leverage this critical business solution. For nearly ten years, we have worked with various CRM customers—including Onyx Software users—to help them keep up

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with ever-changing system requirements by identifying, developing, and integrating solutions that address their unique business needs.

Our consultants have overseen and managed the migration of over 1,000 Onyx users to Microsoft Dynamics CRM. Combined, our fully-trained Onyx professionals have over 13+ years of experience from OCC through OEP 6/7.

Whether you are interested in migrating to Microsoft Dynamics CRM, or you are considering the value of enhancing your existing Onyx CRM system, or you prefer to upgrade to a later version of Onyx, we'll help you assess your business technology needs. Regardless of the choice you make, we'll partner with you to identify and develop a CRM option that integrates seamlessly with your business process to deliver immediate results.

Migrating from Onyx to Microsoft Dynamics CRM

If you are considering or have made the decision to migrate from Onyx to Microsoft Dynamics CRM, Green Beacon Solutions has developed a turnkey process to streamline the end-to-end project.

Onyx to Microsoft Dynamics CRM Toolset

Based on our knowledge about many industry-leading CRM technologies and software applications, we have developed tailored software accelerators and toolsets that streamline the implementation cycle and reduce overall project costs while extending the core capabilities of Microsoft technologies and address critical industry-specific business challenges.

Green Beacon's CompassPoint Solutions draws from our broad library of source code and couples it with best practices acquired through hundreds of successful project implementations in a variety of industries. Leveraging our LightShip Methodology, our experienced Consultants configure the pre-existing code to the client's unique needs to deliver a tailored solution that seamlessly integrates within an organization's business process.

The Onyx to Microsoft Dynamics CRM technical architecture and development toolkit offers:

- A set of reusable custom components (UI components, plug-ins templates, and common plug-in logic) that minimizes a project's development time.
- Standard development practices by creating both UI and middle-tier development frameworks.
- A consistent UI design with page templates and code samples of the custom components thus ensuring consistent application development and lower maintenance costs.

Maintain Microsoft Dynamics AX with Green Beacon's

SmoothSail Managed Services

- Dedicated support staff at our Newton, MA HQ
- On-demand and cost-effective management services for CRM and ERP applications
- Advisory services to increase business efficiency by improving system usage
- Support and maintenance services to reduce down-time and ensure productivity so that systems operate at high availability

Onyx CRM Software Consulting Services

Using CompassPoint Solutions as the building block for a successful implementation enables Green Beacon Consultants to focus their experience on resolving the critical business and technical challenges that inhibit companies from achieving their organizational goals.

Data Migration

Your data is one of the most valuable assets within your organization. The “extract, transform, load” (ETL) process for your customer data will need to be tested for completeness and validity. Our data migration toolset for Onyx to Microsoft Dynamics CRM conversions includes:

- Analysis tools for determining what to migrate
- Code base for extracting data from Onyx
- Tested solutions for loading data into Microsoft Dynamics CRM

Our migration experience includes the extraction, transformation and load of 37+ million records from highly complex de-normalized data structures in Onyx CRM to normalized data structures in Microsoft Dynamics CRM. Our experience and tools means you reduce the risk and spend less time testing a proven ETL process.

Real World Project Examples

Examples of our Onyx to Microsoft Dynamics CRM project experience includes:

- Onyx CRM to Microsoft Dynamics CRM migration project of large user community spread across four continents with nine global offices in seven time zones
- Migration of Onyx to xRM solution which included:
 - 400 custom tables with thousands of stored procedures, triggers, and functions
 - Functional data modeling sessions produced approximately 100 custom CRM entities
- Highly integrated system infrastructures:
 - Bi-directional integrations through BizTalk to complex financial systems
 - System integration with multiple different downstream business applications
- Development of complex activity models to incorporate multiple business entities to integrate with native Outlook synchronization engine
- A project with:
 - 49 client-side scripts for Microsoft CRM entities



- Established in 2001
- Headquartered in Boston, Massachusetts
- Offices in New York, Philadelphia, and Houston
- Specialists in Microsoft Dynamics Business Solutions
- ERP and CRM Consulting Services
- CompassPoint Solution Software Accelerators
- SmoothSail Support & Managed Services

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