



I.B.I.S. Inc.
A Sonata Software Company



CLIENT SUCCESS STORY: 3 Day Blinds

By upgrading to Microsoft Dynamics® CRM 2015, 3 Day Blinds now has an infrastructure built on current technology with increased speed and optimized performance.



3DAYBLINDS®
YOU'LL LOVE THE TREATMENT

3 Day Blinds (3DB) offers premium custom window treatments with unrivaled service and value.

Overview

Customer Profile

For over 37 years, 3 Day Blinds has been the window covering experts, continually evolving to serve clients better.

Business Issue

3DB was running up against performance issues with Dynamics CRM 4.0 as it neared end of life. There were a few known bugs they were dealing with as well.

Solution

I.B.I.S., Inc., a Sonata Software Company, deployed Microsoft Dynamics® CRM 2015 at 3DB.

Benefits

- Up-to-Date Technology
- Increased Performance
- Speed

High quality, custom window coverings, expert design advice, precise measurements, high quality manufacturing, professional installation and total project management equates to a complete package of unmatched value with peace of mind.

Expert service and convenience are key at 3DB. Because they are the manufacturer, they ensure a perfect fit and quick delivery on most products. 3DB takes clients from design to install without their clients having to lift a finger.

Their reputation is based on more than 37 years of client satisfaction. 9 out of 10 clients are so pleased by their level of service they would recommend 3 Day Blinds.



“Our project went really well. I’d recommend I.B.I.S. for a Dynamics CRM upgrade. They made it easy on us,” said Ed Scott, Senior Vice President of IT at 3 Day Blinds.

Situation

3 Day Blinds had been running on Microsoft CRM 4.0 for over five years. Over time, their use of CRM evolved at 3DB and the application became the center of their universe. Many of their external integrated technologies were changing and CRM 4.0 was nearing end-of-life. Additionally, 3DB wanted to improve performance and take advantage of new features.

Solution

It was time for an upgrade. The newest release of Microsoft Dynamics – CRM 2015 was the perfect solution.

The goal for this upgrade was to keep business processes intact and simply work through all integration points necessary to ensure their contact center environment and other custom business applications continued to work well with Dynamics CRM 2015. The focus of this upgrade was not on core CRM functionality, but on the integration needed to keep everything working smoothly.

Partnership

3DB initially worked on the upgrade internally, but determined it could be better addressed by a team focused on Dynamics CRM technology. They found I.B.I.S. when searching online for CRM upgrade information, and after a detailed selection process they selected I.B.I.S. as their CRM Partner to work through the upgrade.

Benefits

3DB sees great results from their Dynamics CRM upgrade. They now have an infrastructure built on current technology that integrates well with their other solutions, and have increased speed and optimized performance.

FOR MORE INFORMATION

For more information on 3 Day Blinds call **800.700.1860** or visit **www.3dayblinds.com**.

For more information on I.B.I.S., a Sonata Software Company products, services and Microsoft offerings call **770.882.0100** or visit **www.ibisinc.com** on the web.



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