

SUCCESS STORY: FSVC



FSVC replaces its traditional platforms with Dynamics 365 Customer Service for seamlessly managing more than 3000+ projects and Document management.

FSVC – A Non-Profit Organization

About FSVC:

Financial Services Volunteer Corps (FSVC) was established in the year 1990 by John C. Whitehead, former Deputy Secretary in U.S. President Ronald Reagan's administration, is a not-for-profit, public-private partnership whose mission is to help build the sound financial systems needed to support robust market economies in transitioning and developing countries. With over 3000 projects completed across 65 countries and thousands of volunteers assisting with these projects, FSVC's services are key to millions of people across the globe.

You can explore more about them here You can explore more about them here <https://www.fsvc.org/>

Business Challenges:

FSVC was using a mix of Excel + shared drives and looking to have a cloud-based platform for project management and document management. They were also already using Oracle system for managing projects however, it proved to be too complex in terms of adaptability.

They needed a user-friendly, cloud-based project management and portfolio platform that can help them manage projects smoothly and in a hassle-free manner and ensure business continuity.

Solution Delivered:

As per the requirements, CloudFronts team recommended Oracle system to be replaced by Dynamics 365 Customer Service for project management to warden off their adaptability issues. In our FAQs on our website, we have already clarified about the right platform for respective company sizes. Dynamics 365 Customer Service is a model-driven app that is built on the Common Data Service platform which provides an easy-to-use interface and also enables your team to manage customer cases faster, providing the best service possible and keeping your customers happy and loyal. Apart from above, it also handles contracts, resources, work hours, unified service desk (USD), contacts, accounts, case management, and custom entities. We also developed a customised SSRS report providing insight into the existing business operations and their status to make relevant and timely decisions for the company.

The CloudFronts logo features a stylized white cloud icon above the text 'CLOUDFRONTS' in a white, bold, sans-serif font.

"The team at Cloudfronts was lovely to work alongside. Everybody I encountered was patient, kind, and efficient. Even when my team had some trouble transitioning to a new program management system, Cloudfronts made the whole process so much easier, and were always ready to help."

— Leah Wersbe,
Program & Events Officer, FSVC

Key Technologies:

1. Dynamics 365 Customer Service
2. Share Point Online
3. SQL Server Reporting Services (SSRS)

Post Go Live:

Post-go-live, the FSVC team reported the following benefits:

1. FSVC project managers can now easily manage the existing 3000+ projects on the Dynamics 365 Customer Service.
2. They are now using Share Point Online for their Document Management process in a secured and safe manner thus enabling them to access the documents from anywhere in the world.
3. Due to SSRS report built on top of Dynamics 365 Customer service, the senior management and board members can now view the entire details of their ongoing projects and their statuses in real-time hence enabling them a better decision making.

To summaries, FSVC team now has access to all the documents and projects in Dynamics 365 Customer Service easily in just one click today, which was quite difficult and needed multiple steps earlier.

Connect with us!**Corporate Office:**

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