

proMX and Interflex make Microsoft History

We are delighted to have found proMX as our partner for this project. Introducing us to Project Service Automation in advance of its official release demonstrates that proMX is focused on finding the best solution for each customer. Using Project Service Automation combined with Field Service, Unified Service Desk and Portal will allow us to manage all our business processes in Dynamics 365. It will doubtlessly improve our processes

Simon Schwarz
Interflex team leader
business applications

Project Mercury

370 licenses each for Microsoft Dynamics 365 for Sales, Project Delivery and Support Service and subsequent implementation.

Software

Interflex' new software solution centers on Microsoft Dynamics 365. It includes Sales Automation, Customer Service Automation, Project Service Automation, Field Service, Portals, and Unified Service Desk.

Microsoft services such as Azure, SharePoint Online, and PowerBI will be also implemented.

Resco Mobile Client, Inxmail, and several proMX extensions such as CPQ and proAutoNumber will complete the stack of software.

Solution

Microsoft Dynamics 365 will allow Interflex to seamlessly manage its entire customer lifecycle from sales to project management, field service, customer service and after-sales support.

A CPQ tool will be implemented to extend the quotation and approval processes for the sales team. Using interfaces and master data processes, proMX will connect the CRM and ERP functionality for the customer care department.

Interflex will use Project Service Automation for project management, resource staffing, and tracking of time and expenses. After-sales support will employ an end-to-end-solution made up of Ticketing, Field Service and Unified Service Desk that starts at the call center and extends to first and second level support as well as development. A self-service portal for value added resellers, partners, and customers will be also integrated.

Why Microsoft and proMX

Interflex has long been a Microsoft-oriented company and was looking for a like-minded partner in the execution of Project Mercury. It decided on proMX, which in addition to being a long-standing Microsoft partner has had years of experience in project management solutions with its own software, proRM Business Solutions. Namely this expertise and solution were the key factors in choosing proMX as a trusted advisor.

At the time, proMX was involved in the Microsoft advisory alliance helping to improve Project Service Automation on early stages of its development. Sensing it might be the perfect solution for Interflex, proMX and Microsoft gave the company a confidential advance presentation of Project Service Automation during Microsoft Convergence 2015 EMEA in Barcelona, Spain.

In keeping with its innovative and pioneering spirit, Interflex decided to refocus its project on the new Dynamics 365 model using the new opportunities given by Project Service Automation, Field Service, Unified Service Desk, and Portal.

With the expertise of its partner proMX by its side, Interflex thus became one of the first users of Project Service Automation worldwide



Interflex Datensysteme GmbH & Co. KG develops, produces and sells soft and hardware for security and workforce management solutions. Founded in 1976, Interflex has evolved into one of the international market leaders in this field. The Stuttgart, Germany based company employs around 500 people and has offices in Germany, Austria, Belgium, the Netherlands, and Switzerland. In 2013, Interflex became a part of Allegion Plc, a global pioneer in safety and security, specializing in door security and adjacent areas for private homes, companies, schools and other facilities. Allegion comprises more than 25 global brands including CISA, LCN, Schlage and Von Duprin, and sells products in more than 120 countries.

proMX Sales Team

Peter Linke, CEO

Christian Otto, COO

Microsoft Sales Team

Roberto Osorio

Senior Partner Sales Executive,
Dynamics