

Customer Challenges

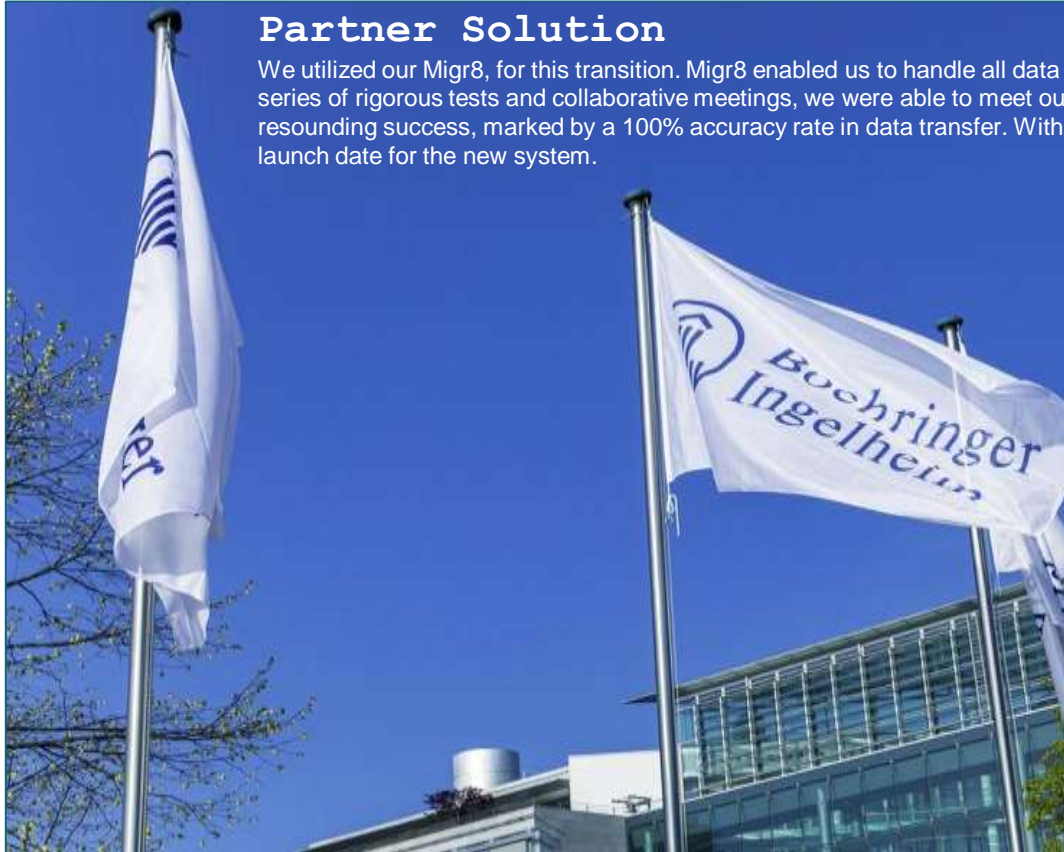
Boehringer Ingelheim Denmark faced significant challenges with their legacy CRM system. The outdated, on-premise infrastructure was not keeping pace with the evolving demands of the healthcare industry. To address this, the company decided to undertake a major transition to a new, state-of-the-art CRM environment.

This new system is known for its advanced healthcare features and robust capabilities, promising a more efficient, responsive, and effective management of customer relationships and data. This migration was a strategic move to ensure that Boehringer Ingelheim Denmark stayed at the forefront of technological advancements in the healthcare sector.



Partner Solution

We utilized our Migr8, for this transition. Migr8 enabled us to handle all data mappings and structure the data efficiently. Through a series of rigorous tests and collaborative meetings, we were able to meet our objectives successfully. The initial migration phase was a resounding success, marked by a 100% accuracy rate in data transfer. With this achievement, the only remaining task was to set a launch date for the new system.



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The migration process, skilfully executed using their [Migr8](#) tool, was delivered as a fixed-price project, aligning perfectly with our financial planning.



Impressively, all our changes and requirements were addressed promptly and thoroughly, showcasing their dedication to customer satisfaction. The communication and collaboration with [Techdio](#) have always been exceptionally smooth and productive.

Their high level of competence is evident; they not only possess deep technological expertise but also a profound understanding of business dynamics. This combination makes them a valuable asset in any project.

In conclusion, Techdio's professionalism, expertise, and customer-centric approach have greatly contributed to the success of our Dynamics 365 initiatives. I wholeheartedly give them my highest recommendations, confident in their ability to deliver outstanding results.

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Mogens Jakobsen, Business Excellence Manager Nordics

When we embarked on our journey to innovate, we were introduced to the concept of a 'minimum viable product'. This approach allowed us to begin with a foundational product and refine it progressively based on user feedback. In simpler terms, it was about breaking down the complexity and tackling it step by step.

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Our collaboration with Techdios was seamless. Together, we transitioned to the Microsoft Power Platform and successfully launched our portal in April 2022—on schedule and within our budget. Remarkably, since the launch, we've received zero error reports from municipal rent tribunals or the public.

A highlight of our collaboration was our weekly check-ins with the Techdios team. These sessions weren't just about progress updates; they were moments where we could steer the project in real-time, make necessary adjustments, and address unforeseen challenges. This flexible approach proved invaluable.

Going away from an old outdated CRM solution to a brand-new Power Apps Model Driven Platform was the game-changer for Huslejenævn.dk.



In conclusion, our primary goal was an IT solution tailored to our needs—modern, robust, and efficient. And it's crucial to highlight the coherence between the delivery and the price we received.

We achieved exactly that, and since the launch, everything has been flawless. To put it simply, we haven't had to change even a comma.”

Henrik Nellager
IT Manager

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