The Microsoft Dynamics CRM Connector Series

- Connects ERP & CRM Data

- Dynamics AX
- Dynamics NAV
- Dynamics GP
- Dynamics CRM

- 10 Prebuilt Templates

- SDK for creating custom mapping

- Utilizes existing integration infrastructure

- Robust logging of transaction results

- Notifications and alerts

- Requires no additional licensing fees

Bringing relevant data together…

Microsoft Dynamics is about empowering people and organizations to have better experiences with their enterprise business applications.

Combining relational and transactional data in a meaningful way has long been one of the most daunting challenges companies face in providing relevant data to their users and customers alike. Now the Dynamics CRM Connector for AX, NAV and GP is opening new doors for combing relational and transactional information in a simple, effective way.

Most organizations regard the scope of an enterprise business project as being outside of the bounds of what they or their applications are capable of accomplishing. While a certain percentage of their needs are met in the core functionality of an application, others can only be met by customizing the product.

In the event that those specific needs require relational data for their ERP applications, or ERP transactional data in the customer management systems, there are few options beyond creating intensive integrations. The Dynamics CRM Connector makes sharing relational and transactional data simple, reliable and extensible.

The first edition of the CRM Connector offers the following functional integration as shown in the image below. These ten out of the box mappings cover the most commonly used integration points between relational and transactional data.

Need a different type of integration? No problem. One of the many strengths of the CRM Connector is its graphically-oriented Software Development Kit (SDK).

Customers may start with one of the delivered extensible templates, or create their own from scratch.

The Connector is also compatible with entities that customers have created using the Extended Dynamics CRM framework. This allows for the integration of ERP data with xRM-driven line of business solutions that specifically relate to their areas of expertise, and empowers a virtually unlimited number of possibilities for Dynamics customers.

The Microsoft Dynamics CRM Connector

Technical Highlights

Transaction Management: The Dynamics CRM Connector provides both exception logging and the ability to resubmit failed transactions. Administrators with proper security permissions may access log files describing errors and possible resolution steps. The Connector also provides a notification mechanism for contact the appropriate party in case a transaction or system failure has occurred.

Transactional transformation: The Connector provides the ability to add logical processing to in-stream transactions. This may take the form of Boolean logic,

Version Support: The current version of the Connector supports both on premise and on-line version of Dynamics CRM 4.0 and CRM 2011 with transactional connections to Dynamics GP 10 & 2010, Dynamics NAV 2009R2, and Dynamics AX 2009 SP1.

System Requirements: Hardware and software requirements for Connector mirror the requirements for Dynamics CRM and Dynamics ERPs. This includes: Windows Server 2003 SP2 or 2008 and SQL Server 2005 or 2008 as well as .NET 3.5 sp1. Microsoft Dynamics CRM and a Microsoft Dynamics ERP are also required and the integrated companies must use the same base currencies and cultures.

Language Support: The Connector UI is International English only, but the Connector can connect Dynamics CRM and Dynamics ERPs that are both using the a common base language.

Application Support: The Microsoft Dynamics CRM support team is the primary Connector support team in North America.

Multi-Currency: The Connector provides Dynamics AX and Dynamics NAV with multi-currency support as featured in Dynamics CRM.

Communication Protocol: The Connector utilizes standardized web service integration that also allows for configurable data transformation in stream.

Proven in the Field: To date, over 300 Dynamics ERP/CRM customers have enhanced their businesses using the CRM Connector.

For more information on the Dynamics CRM Connector, please visit the Microsoft team's blog at: ***http://blogs.msdn.com/b/dynamicsconnector/***

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