



## CRMD-HSO WIN WIRE: Big Brothers Big Sisters of Canada




<b>Customer Details</b>	Big Brothers Big Sisters of Canada (BBBSC) is a Federation comprised of 102 member agencies servicing more than 1,100 communities across the country.
<b>Project Type</b>	Dynamics Association Blueprint ISV Solution
<b>Deal Size</b>	700 Active Users
<b>Industry</b>	Non-Profit
<b>Problem Solved</b>	BBBSC has been using Microsoft Dynamics to manage their Mentors, Mentees, and community programs since 2010. In the years since the original platform was developed, BBBSC has used multiple Microsoft Dynamics partners, but over the years, BBBSC recognized that they had an issue with Microsoft Partner consistency as no partner truly understood the modifications that other firms put in place. In 2018, after attending one of our focus groups, BBBSC reached out to CRMD-HSO for assistance. The solution implemented made sure that the BBBS D365 features would still be working properly after the UI upgrade. CMR Dynamics reviewed automation pieces such as plugins, scripts, and workflows to make this happen. The challenge of this implementation was to replace the D365 Dialog feature. As it has been deprecated by Microsoft, CRMD-HSO used Model-Driven apps to replace the feature avoiding a negative impact on users' daily routines.

### CRMD-HSO TEAM

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### MICROSOFT TEAM

	<b>Kristina Decker</b>
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<b>CRMD-HSO Team</b>	Rob Triggs - Vice President Sales and Marketing David Cooper - Senior Sales Executive
<b>Microsoft Team</b>	Kristina Decker - Account Executive - Nonprofits

