

TECH IMPLEMENT

Your ERP | CRM Partner

Development & Integration | Innovation & Customization | Training & Support



Agenda

- **Who We Are**
- **Technologies**
- **Our Services**
- **Engagement Models**
- **Project Success Commitments**
- **Our Clients**
- **Client Testimonials**

About Us



Our Journey

2010 - Founded by CRM & Embedded systems engineers

- CRM systems for small organizations in SugarCRM
- Education Start-up

2012 – Funded by UK-Aid for educating low-income children and worked with Encyclopedia Britannica

2013 – Discontinuation of funding and rapid reduction in SugarCRM services

2014 – Restructured our services

2015 – Diversification into other CRM systems (Dynamics and Salesforce)

2018 – Diversification into ERP systems (Business Central and Finance and Operations)

“*With a firm belief in our vision and abilities, we continue our journey towards retaining trust and making lives of our partners and customers better.*”

Our Services



Mobile Applications



Web Applications



Integrations



Migrations



CRMs



ERPs

Our Commitments

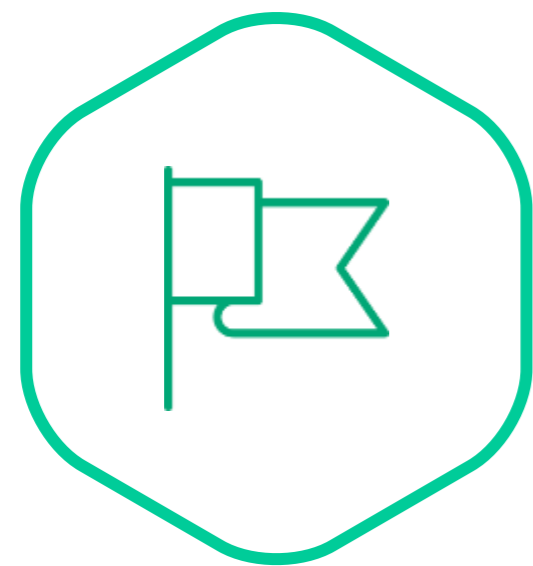


- Ownership.
- Strong involvement of business stakeholders.
- Predetermined project scope and timeframe.
- Continuous fine-tuning of project requirements and deliverables while adhering to project scope, budget and timeframe constraints.
- Standard processes and qualified resources for ongoing support, training and maintenance.

Key Achievements



We bring businesses closer to their customers and fuel their growth. Over the last 12 years, we've helped hundreds of clients by developing, customizing and integrating modern business applications and CRMs.



10+ years of
experience



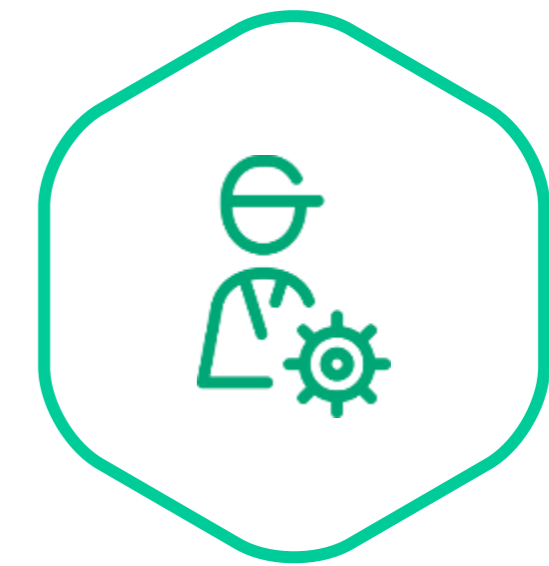
206 projects
delivered



5+
products
developed



80% client
retention > 5
years



40+ team
members

Key Offerings & Expertise



Microsoft
Dynamics 365



sugarcrm



odoo





Dynamics 365 Sales

- B2B and B2C sales automation
- Lead-to-invoice process for small, medium and large sales teams
- Data and process modelling using core Sales and custom entities
- Proposals, commissions, goals
- Integration with in-house ERPs, Data warehouse, D365 Portal



Dynamics 365 Finance & Operations

- Finance
- Supply Chain and logistics
- Fixed Assets
- Human Resources
- Procurement
- Manufacturing
- Retail



Dynamics 365 Marketing

- Customer journeys
- Lead tracking, scoring, segmentation, qualification and assignment
- Landing Pages, Forms, Content and email templating
- Campaigns and Email Automation
- Event and expense management



Dynamics 365 Business Central

- Financial Management
- Customer Relationship
- Supply Chain
- Project and Service Management
- Manufacturing Tools



Dynamics 365 Service

- Public and private sector customer care automation
- Case management, tracking, assignment through routing rules
- SLAs and Entitlements
- Integration with in-house CRMs, Data warehouse, D365 Portal



Power Pages - D365 Portal

- Setup and configuration
- Basic/Advanced forms additional settings
- Entity Lists and metadata
- Tables permissions and Web Roles
- Web Pages, Content Pages
- Portal API Integration
- Custom scripting

SugarCRM

With over 200 successful projects of SugarCRM Enterprise, Corporate, Professional and Ultimate, we take pride in our loyal clientele. Tech Implement has complete grip over this technology and we are happy to partner with you to make your business ever more adept to change.



Key Expertise

- SugarCRM 5.x, 6.x, 7.x Enterprise to Community (all)
- Customization, Package Development & Workflows
- Version Upgrades
- Third Party Integrations
- Migration to SugarCRM from other CRMs

Salesforce

Salesforce is a very powerful CRM that helps you build more meaningful and lasting relationships the customers across sales, customer service, marketing, apps, analytics, and more. We've deep expertise in integrating and customizing Salesforce's powerful platform for your business.



Key Expertise

- Lightning Framework & Classic Salesforce
- Customization and Configuration
- AppExchange development
- Third Party Integrations
- Migration to Salesforce from other CRMs

Emerging CRMs



As a team of experienced CRM software developers, we enable you to build, customize, and integrate latest and emerging CRMs within your business. If you are trying to integrate or customize an emerging or newer CRM, we can help you integrate that into your business process.



Key Expertise

- CRM Customization
- CRM Integration
- CRM Maintenance
- Training and Support

Custom CRM

With years of experience in building high-performing CRM apps for companies large and small, we can provide a great perspective on how to build a solution that fits your business needs. With our deep expertise across CRM platforms, we can transform your ideas into highly successful applications that serve your business well.



Key Expertise

- Innovative Integrations
- Synchronization
- Lead Management
- Process Automation

.NET

At Tech Implement, we have a team of .net developers who are experts in designing and developing solutions like web, mobile, desktop based applications. Areas of expertise include project planning, requirement analysis, application architecture, database design, and software configuration management.



Key Expertise

- Rapid Development
- Makes Communication between Applications easier
- Lightweight Architecture
- Optimize Existing Functionalities
- Migrating to .Net Core
- Asp.net web forms | Asp.net MVC

Php

With years of experience in custom PHP solutions, we develop unique, and highly functional web applications based on PHP to meet your business requirements.



Key Expertise

- Custom PHP Application Development
- PHP CMS Development
- Custom PHP Programming
- PHP and Active Directory Integration
- Custom PHP Shopping Cart
- PHP and Python/Django Integration
- API Integration and Development
- Existing App Porting and Migration
- Laravel Development

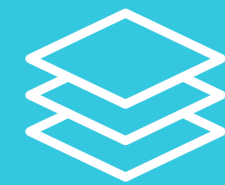
Key Competencies



Development
Architecture and
Integration



Customization
Automation and
Customization



Integration
Connectivity through
state-of-the-art
technology



Support
Maintenance and
Support



Innovation
Innovation-driven
Applications

Our Products



Hall of Fame



Technologies



- .Net
- PHP
- HTML / CSS
- Angular
- DevOps
- Laravel
- Backbone JS
- React JS
- Node JS
- Amazon AWS
- Microsoft Azure
- Google Cloud Platform
- MEAN
- MERN
- Java
- JavaScript
- Python
- C#
- REST API
- Apache CXF
- Axis
- SOAP
- JAX-WS
- MySQL
- PostgreSQL
- Oracle
- MS SQL Server
- MongoDB
- SugarCRM
- Salesforce
- Microsoft Dynamics 365
- Business Central
- FinOps
- HubSpot



Engagement Models



➔ Dedicated Team

- 100% dedicated and managed by the customer.
- No hiring efforts, lower TCO, ability to quickly scale the team.

➔ Fixed Priced Projects

- Clear, stable, and settled requirements.
- The cost is fixed and discussed before the fulfillment of the project.
- Only pre-discussed 'milestones' of the project are charged, we expect the payment once it is finished.

➔ Time & Material Arrangement

- The cost of software development is based on direct allocated resource hours at a pre-discussed hourly rate.
- The flexibility allows experiments with new trends.

➔ Monthly Support

- Caters immediate business requirements.
- Gives flexibility for app maintenance and enhancements.

Telecom Services Company (Canada)



Migration of client from legacy system to Dynamics365. Turnkey solution for Telecom company serving hundreds of clients at one time, starting from CRM Envisioning, Strategy to Metrics.

- Functional Upgrade
- Data Migration
- Adoption of Service Level Agreements
- Customization for escalation
- Alerts for support team
- Product Catalogs
- Tracking of hours spent on tickets by staff
- Integration with external accounting system using APIs
- Tracking of payments received from client within CRM
- Implementation of templated Invoices

TECHNOLOGIES



Financial Services Company (USA)



Tech Implement built for them a CRM system based on SugarCRM for tracking customers' financial information. CRM had the ability to get on boarding information for a new client like their financial information and about their spouse. This reduced the manual effort of getting information about a client and brought everything seamlessly to CRM when a new client became a customer. This helped them make an offer which was relevant to that customer.

- After getting the solution from Tech Implement, they were then able to generate contract from the CRM and get it signed using DocuSign
- They were able to track the progress of client using the system which consisted of tracking their debt relief package, storing phone calls and interactions with the creditors and negotiated rates.
- They had reports that provided them with information about their clients. The CRM was connected to their website so all leads came to the CRM.

TECHNOLOGIES



Mobile Video Solution Company (Australia)



Tech Implement has built an Evidence Management System for the police department in Australia. The system helps them to collect evidence, report crime, record video streaming, audio streaming and communication with headquarters.

- Developed a hardware, software and cameras.
- Police officials collect evidences and then those evidence store in camera sending offer to the server.
- All the data can be accessed at headquarters at the same time officials collect evidences.
- Automated system which helps in collecting data, monitoring, broadcasting, managing police hierarchy and video streaming – it involves hardware.

TECHNOLOGIES



Microbiome Life Sciences (Australia)



Microsoft Dynamics 365 implementation, customization, data migration, and support.

- We have replicated and designed new D365 CRM for the client research team using their old system
- Data migration from old D365 Sales to new D365 Sales Application
- We have implemented CRM for the client insight team, where we implemented Lead BPF and Contact BPF
- Integration of Talent LMS
- Integration of the client portal
- Syncing of Opportunities and Kit data
- Implementation of D365 Marketing app
- Worked on webform development
- Worked on PHP script for syncing contact from the client dev portal to D365 CRM

TECHNOLOGIES



Construction & Renovation Company (USA)



CRM Customization, CRM Marketing, Integration with QuickBooks vs QuickBooks, Call Management, Customized Sales Portal, Sales Compensation Database. A roadmap of all future goals was laid out by Tech Implement.

- Starting off with the Sales module, leads, appointments, phone calls, emails and estimate meetings were streamlined.
- Team then proceeded to implement custom Estimator Portal integrated with the CRM API.
- QuickBooks Desktop then was integrated with the CRM to sync Payments, Commissions and invoices.
- The project team implemented fully integrated portals i.e. Customer Portal and Vendor Portal with the CRM backend.
- Implemented advanced reporting and integrations with systems like HubSpot, Leap and SMS Gateway API's.

TECHNOLOGIES



Investment Bank (Canada)



Brand new implementation of Dynamics 365 Sales and Marketing CRM system

- Implementation of multiple Business process flows (BPFs) to automate new client intake, qualification based on Loan or Investment product of choice, client profile and team availability
- Products catalogs configuration
- Data Migration from legacy system
- Implementation of KYC processes for existing clients
- Migration of WordPress website forms onto Dynamics 365 Marketing through marketing pages, forms for client intake and webinar management
- Implementation of custom dashboards for lead tracking in both sales and marketing modules

TECHNOLOGIES



Building & Facilities Company (Australia)



Sugar CRM implementation, Sugar CRM customization, Integration services, Technical support. Open source Sugar CRM was suggested to achieve all the required functionalities. We started with vanilla Sugar CRM and then customized it to fit the client's requirements.

- Suggested the use of Customer & Technician Portal with the CRM for better and safe access to customers as well as vendors.
- Deployed a set of systems including CRM along with Customer & Vendor Platform integrated over REST Web Series.
- Overall, the deployed cluster system provided automated quote management, schedule planning, and expense tracking capabilities.
- The integration with accounting systems (QuickBooks, MYOB) made it easier to track transactions.
- The addition of Barcode scanner and sending email, SMS notifications automatically made the life easier for the employees of the client.

TECHNOLOGIES



College Student Recruitment (USA)



Re-implementation of system for student inquiries, applications, recruitment, and payments

- Technical Upgrade of existing system
- Optimized data model and various forms like inquiry, application etc. and connecting them directly to Dynamics
- Migrated landing pages from HubSpot to Dynamics
- Integrated PayPal with the application forms
- Designed and developed custom dashboard
- Integrated GA connector with all the contact forms and application forms

TECHNOLOGIES



Construction Company (Middle East)



Upgrade of Dynamics AX to D365 Finance and Operations.

- End-to-end system migration of existing ERP – Replacement of on-premises unsupported ERP
- Functional and Technical upgrade
- Implemented Fixed Assets, Procurement, HR, Finance modules
- Data migration from legacy systems
- Custom reporting
- Third part software integration
- Training of staff on Dynamics 365 Finance and Operations

TECHNOLOGIES



Travel Visa Applications (Middle East)



Re-designed the case management module of Dynamics 365 (version 9) and tailored to client's needs.

- Case management for Visa application tracking system
- Developed APIs for integration of Dynamics 365 with systems
- Development of a custom interactive dashboard
- Fixed issues in client SOPs, and other business operations documents
- Developed reports that reflected number & types of applications, up-to-date statuses of all applications and the time spent on them/other activities
- Multi-lingual support
- Client facing D365 Portal for application tracking

TECHNOLOGIES



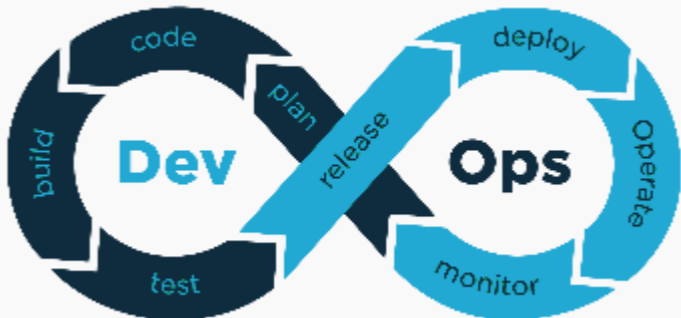
Real Estate Group (USA)



Microsoft Dynamics 365 platform and Life Cycle environment services.

- Performing Platform Updates launched by Microsoft
- Database restoration from one environment to another
- Refreshing LCS Environments and code deployments
- Open tickets with Microsoft in case of any issues
- Scheduling live updates with Microsoft
- LCS Environments Provisioning
- Tasks creation in DevOps
- Preparation of Health check reports of LCS environments on daily basis.

TECHNOLOGIES



Client Testimonials



“The team did great with our HubSpot to Dynamics Marketing pages migration. There were a lot of unknowns and tight deadlines. They remained flexible to new change requests and very communicative during testing phases. I consider them an ongoing part of our virtual team now”

Marketing Director
US-based technical College

“You guys did an exceptional job. We feel this will be very instrumental in us getting this deal from Salesforce. As for what is next for you: if we’re successful in getting the project Tech Implement will be a major part of the training and implementation and we will sit with you as we plan our implementation and identify areas we will work with you. Obviously process automation is one but there will be more. We’ll identify the scope with you. Thanks again for the work.”

CEO
CRM consulting, strategy, and implementation company - USA

“Love working with the entire team! From the beginning, working with Bilal and then Talal has been a great experience. Deadlines are met and pricing is affordable. The customer is definitely put first.”

CEO

Healthcare company

“Tech Implement enabled us to automate our facility management services by upgrading the whole customer management system. They implemented agile methodology which favored us to tailor the updated system according to our needs. Deploying Sugar CRM along with Customer and Technician portal empowered our vendors as well as

Customers at large. Fully automated customer management enhanced the productivity and performance of our team. I would have no hesitation in recommending Tech Implement for similar projects based on our working relationship of 3 long years.”

Director Operations

International building and facilities company - Australia

“Bilal was very professional for the work he has done for us in SugarCRM”

President

Accounting Company – New Zealand

“We have been working with Tech Implement for over 5 years now, and have been satisfied with all the programming needs they have provided us. Our software was designed and created by their team. The reps are very responsive and provide any requested work or changes in a timely manner. They have also helped us with our website design and ongoing technical support. We highly recommend and trust them for any programming and design needs.”

Sr. Advisor

Financial Services company - USA

“Tech Implement” is the name of a team that always wants to get things right. They take their work seriously and want their customers to be successful. Knowing how complicated our system is and how reliable it is now is a constant reminder of all the effort that has gone into our project by both parties. The whole team has been very reliable throughout our working relationship. They understood the integrations we needed and thanks to Tech Implement our digital systems are in the best shape ever”

Operations Manager

Construction & Renovation - USA

Ready to Create The Magic?

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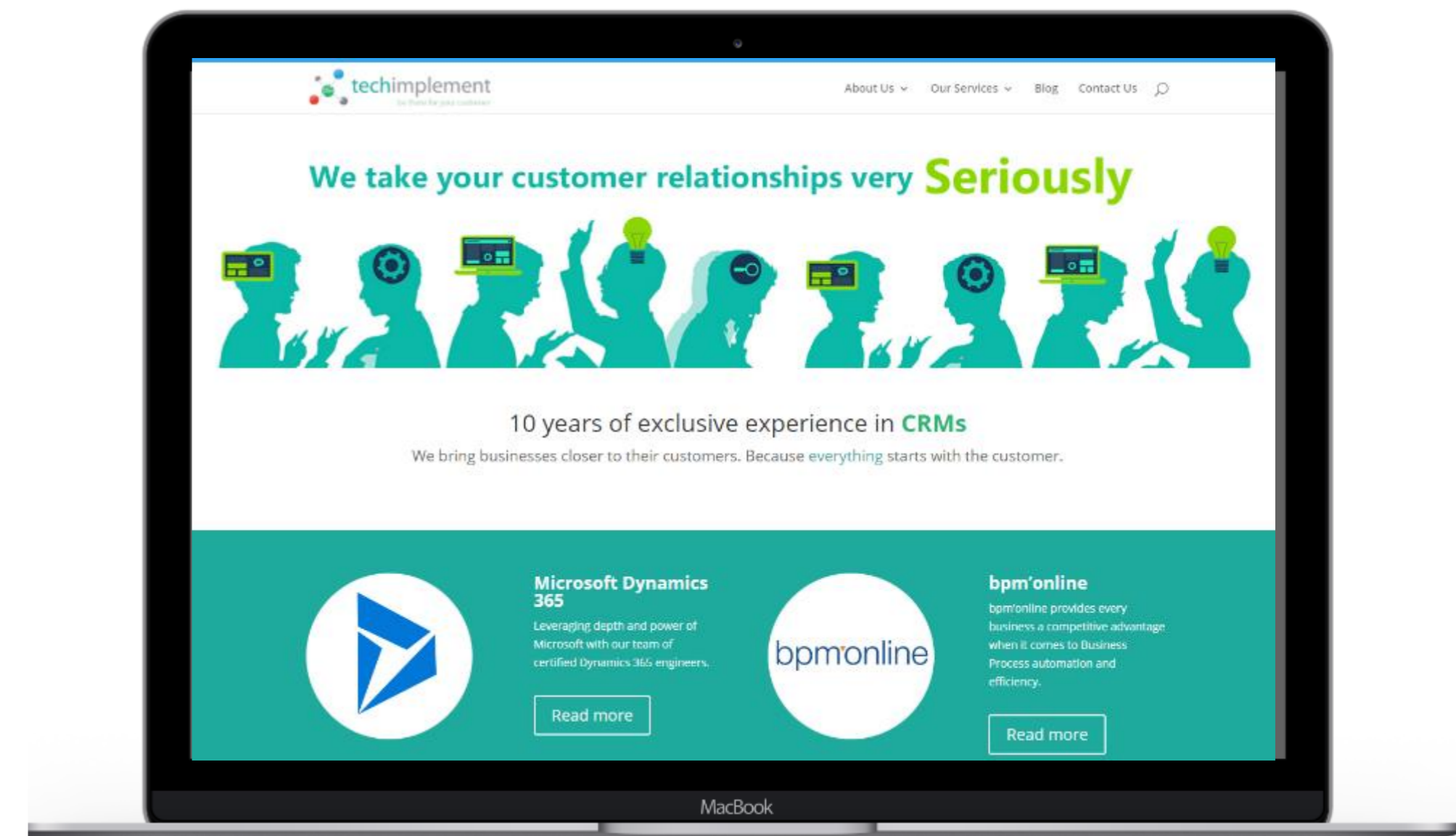
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