

Synopsis

Vertical: Education

Core activity: Experts in English Language Assessment.

Employees: 400

Challenge: Cambridge English needed a robust and reliable platform to host their bespoke Microsoft Dynamics CRM 2011 System.

Solution: Softwerx managed the upgrade project and provided a secure and resilient hosting platform and a wrap-around Support Service.



Cambridge English

www.cambridgeenglish.org

World-Class English language assessment body utilises the Cloud to host their global CRM System.

Cambridge English, part of Cambridge University, has 400 staff operating out of 25 offices across 130 countries; delivering exams for nearly 4 million people a year. Cambridge English provide the world's leading range of qualifications for learners and teachers of English. Cambridge English relies upon an extensive network of experts gathered over 100 years of language learning and assessment working with educational institutions and local and regional governments around the world.

The Challenge

Cambridge English recognised a need to upgrade their existing bespoke Microsoft Dynamics version 4.0 System to 2011.

The project was driven by a need to improve both functionality and resiliency. The upgrade was also expected to increase user adoption through an improved interface and platform.

The upgrade needed to occur in parallel with the continued operation of the live production environment, in effect guaranteeing minimal business disruption.

The upgrade included a review and the bespoke redevelopment of a number of key reports for the business.

The Solution

Softwerx engaged with established and experienced CRM experts (SmartImpact) to help design and build the new System. Softwerx partnered with RISE to provide Cambridge English with a best-in-class Data Centre for hosting the System.

Softwerx designed and configured a number of different Virtual Private Server environments (Development, Test and Production) to ensure that the new System could be developed (and thoroughly tested), in parallel to the uninterrupted use of the current live system.

Softwerx also produced a wrap-around Support Service for any ongoing User issues.

“The upgrade project needed to be delivered efficiently and effectively, without any detrimental effect to the business. The integral hosting service had to provide a certain and robust platform for the future. Softwerx worked hard to understand our initial needs and translated these well to their partners to ensure that the final solution matched our needs and requirements.”

Des Lilley, Senior Business Change Manager

The Outcome

The Project was a good example of a truly collaborative working approach in practice. As the managing partner - Softwerx brought together a renown Microsoft product (Dynamics CRM), an experienced Software Development House (Smart Impact) and a world-leading Data Centre expert (RISE) - and with a small and expert Cambridge English Team— delivered a new System which now provides , not only improved functionality, but also and equally importantly—increased resiliency and support.

About Softwerx

Softwerx is the leading provider of Cloud-based IT Services and Support in the East of England. Softwerx is a Microsoft Gold Partner; certified by the Cloud Industry Forum and winner of RISE Cloud Services Partner of the Year 2012. Softwerx also holds a number of international standards including ISO9001, ISO27001, ISO14001 and ISO18001. Softwerx has helped a number of organisations benefit from Cloud Computing including the YMCA, Help for Heroes and Cambridge University.

Microsoft Partner

Gold Server Platform
Cloud Accelerate



To learn more, contact Softwerx on **08458 450567**
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