



Software Solutions



Onyx CRM Practice

Maximize the ROI on your Onyx
Implementation using our multi-shore services
(customize, integrate, maintain and support).

Onyx CRM Services

To help our clients realize the potential of their CRM implementations to the fullest, ADHS has a matured CRM practice for the customization, implementation and support of Onyx applications. Our high-caliber technical consultants allow you to seamlessly integrate Onyx with core business systems, do fitment analysis to customize your implementation according to your business processes, build better business intelligence systems to tap the knowledge captured by your CRM systems. We have carried out several full-life-cycle CRM implementation projects starting from Requirements Specification to Post Go-Live Support. Our proven multishore implementation methodology allows our clients to do this and beyond.

Our consultants are Onyx certified and have extensive international exposure having worked in the Americas, Europe, and Asia Pacific.



Onyx Delivery Model

Overview of Services

- ▣ CONFIGURE ONYX MODULES
- ▣ INTEGRATION & EDI (WEB SERVICES, BIZTALK)
- ▣ BUSINESS INTELLIGENCE (CONGOS REPORTING, DW)
- ▣ POST IMPLEMENTATION SUPPORT
- ▣ USER TRAINING

IOTAP Edge

Lowest cost of ownership

- Offshore cost benefits

Fastest time-to-market

- 24 x 7 multishore operations

Scalability

- Ramp up technical resources quickly

Worldwide offices

- Washington DC, Bombay



Our Work

- Implemented Onyx Partner Portal 4.0 for brokers at a leading healthcare in Washington. Web Services/SSO integrations.
- Customized Onyx Employee Portal 5.0 for a leading market research firm in USA. Support incident module was completely revamped streamlining the interface and reducing clicks.
- Modified core modules of Onyx Employee Portal 5.0 for one of the largest mutual fund organizations to improve performance and scalability.
- Implemented Onyx business analytics (Cognos Reportnet and Powerplay) reporting bundle and an integrated Data Warehousing solution for a high tech company.

