# "Alletec helps Canada based Maple Lodge Farms in D365 Customer Engagement and SharePoint"

## Overview

**HQ:** Canada,US

**Industry:** Food Processing

**Customer Profile:**

Maple Lodge Farms is one of the largest independently owned and operated chicken processors in Canada.

Founded in 1955, the family-owned business engages in the processing and supplying of chicken products in Canada and across the world. Today, they are a renowned quality supplier of fresh chicken, bacon, and wieners.



## Executive Summary

Maple Lodge Farms implemented D365 CE (Customer Engagement Service) for its Customer Services team. The team was facing several technical issues in the system that were interfering with their seamless business functions, which was impacting the quality of service offered to its business and retail customers.

After Maple Lodge engaged Alletec for the project, the dedicated support team resolved all the outstanding issues in the bucket of tickets. Subsequently, based on Root Cause Analysis, the team implemented Microsoft recommended best practices to prevent the recurrence of the issues, as well as make the system more user-friendly and robust.

A Shared Support team continues to work with Maple Lodge business users to ensure that they are able to provide top-class customer service without any disruptions to their end customers. It was done by providing break fixes and enhancements to the D365 Customer Service application.

## The Challenges

- Implementation of Application Lifecycle methodology across the CRM environments followed by regression testing resulted in synchronization of all CRM environments.

- Unsupported customization was replaced with Microsoft-supported coding practices to fix Portal breakage issues.

- Escalating to Microsoft Premier Support as needed.

## Alletec Solution

- Solution Versioning issues across DEV, UAT, and Live CRM environments for periodic product releases.

- Disruption of hosting and managing their process-driven secure website, which was used by customers, partners, communities, and other external users.

- Power Portal Pages breaking at crucial stages in Business Process along with Data Integration Issues between CRM and ERP.

- Email Synchronization issues leading to delay in Customer Query resolutions. The folders contained logs and items that Microsoft Outlook was unable to synchronize with their email or SharePoint servers.

## The Benefits

- Environment Synchronization activity established a clean solution development and movement practice for their D365 and Power platform Application stack.

- Reduced SLA for Portal Incident resolution leading to increased customer satisfaction.

- Proactive monitoring services pinpointed lags and risks in their environment.

- Infrastructure design, development, and deployment became cost-effective, quick, and risk-free.