CASE STUDY

![MTC logo — Affordable Engineering Globally]

Company Profile

Aeon Nexus is a national IT company that leverages Microsoft Products and Services to develop Customer Relationship Management (CRM) software solutions for public and private sectors. Aeon Nexus provides strategic consulting, business intelligence, data migration, systems integration, managed services and web portals under its CRM Umbrella.

Business Situation

Aeon Nexus wanted creation of separate folders for their business subjects (CAU, PI, Common, Investigation, Victim Witness, and Contact) in different document libraries within SharePoint so that any file associated with these subjects will go in respective folders. Generally, out-of-the-box SharePoint integration with CRM creates all folders in a single document library.

Solution

MTC understood the challenge and immediately proposed a feasible solution using which Aeon Nexus could achieve automatic provisioning of folders in SharePoint document library configured for respective business subjects.

a) When a Case (Incident Entity) is created with Assigned Team as CAU
   ➢ Folder will be provisioned programmatically (using SharePoint REST API's) in document library URL configured for CAU in the SharePoint Config Entity

➢ SharePoint Document Location Entity will be updated with the provisioned folder

➢ The folder url would be https://<<CAU Document Library>>/<<prosecutoroffice>>/CASETITLE_CaseGUID

➢ This would be async workflow registered with partial trust (Sandbox)

b) When a Case (Incident Entity) is created with Assigned Team as PI

➢ Folder will be provisioned programmatically (using SharePoint REST API's) in document library URL configured for PI in the SharePoint Config Entity

➢ SharePoint Document Location Entity will be updated with the provisioned folder

➢ The folder url would be https://<<PI Document Library>>/<<prosecutoroffice>>/CASETITLE_CaseGUID

➢ This would be async workflow registered with partial trust (Sandbox)

c) When a Case (Incident Entity) is created any other Assigned Team

➢ Folder will be provisioned programmatically (using SharePoint REST API's) in document library url configured for Common in the SharePoint Config Entity

➢ SharePoint Document Location Entity will be updated with the provisioned folder

➢ The folder url would be https://<<Common Document Library>>/<<prosecutoroffice>>/CASETITLE_CaseGUID

➢ This would be async workflow registered with partial trust (Sandbox)

d) When an Investigation (anc_Investigation Entity) is created

➢ Folder will be provisioned programmatically (using SharePoint REST API's) in document library url configured for Investigation in the SharePoint Config Entity

➢ SharePoint Document Location Entity will be updated with the provisioned folder

➢ The folder url would be https://<<Investigation Document Library>> /<< anc_office>>/CASETITLE_CaseGUID

➢ This would be async workflow

e) When a Victim Witness record (anc_victimwitness Entity) is created

➢ Folder will be provisioned programmatically (using SharePoint REST API's) in document library url configured for Victim Witness in the SharePoint Config Entity

➢ SharePoint Document Location Entity will be updated with the provisioned folder

➢ The folder url would be https://<<Victim Document Library>> /<< anc_office>>/CASETITLE_CaseGUID

➢ This would be async workflow registered with partial trust (Sandbox)

f) Contact record - Async On-Demand Workflow

➢ Folder will be provisioned programmatically (using SharePoint REST API's) in document library url configured for Contact in the SharePoint Config Entity

- ➢ SharePoint Document Location Entity will be updated with the provisioned folder
- ➢ The folder url would be https://<<Contact Document Library>> /<<YEAR>>/ContactName_ContactGUID
- ➢ This would be async workflow registered with partial trust (Sandbox)

Conclusion

MTC has successfully implemented customized SharePoint integration for allowing Aeon Nexus to add files to individual folders in respective SharePoint document libraries.

Benefits

- Easy data correlation
- Quick data sourcing
- Reduced manual efforts
- Increased productivity