# RAPID SAASIFICATION OF A LEADING CRM APPLICATION ON AWS



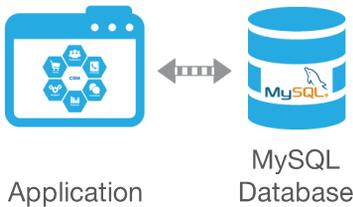**Corent**
ANALYZE CLOUDIFY SaaSIFY


**SUGARCRM**

Corent delivered a leading CRM application as a fully instrumented SaaS in different tenancy models on AWS Cloud.

The application was set up in a single server. It is an application developed in PHP and utilizes MySQL database server.
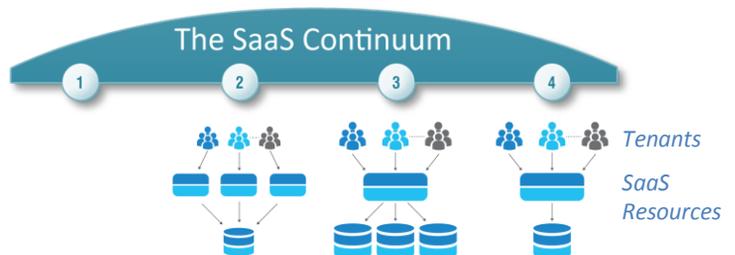


Application          MySQL Database

SugarCRM is one of the popular customer relationship management (CRM) system and it provides many functionalities including sales-force automation, marketing campaigns, collaboration, reporting, etc.

SugarCRM offers customer management teams the ability to manage and view customer information, drive sales leads and increase collaboration within the team.

## CHALLENGES

➤ Converting single-tenant application into multi-tenant

➤ Required the ability to manage multiple tenants.

➤ Managing the application versions and upgrades.

➤

➤ Monitoring the application usage of multiple tenants.

➤ Providing access to all the CRM users to a single common CRM environment/platform.

➤ Reducing the number of application deployments but provide access to all the users around the Globe.



## BENEFITS

➤ Increased shareability of resources.

➤ Ability to handle increased customer requests.

➤ No engineering cost to move to fully instrumented SaaS.

➤ Single point management for all enterprise tenants.

➤ Avoid large CAPEX investment.

**PRODUCT USED:** SurPaaS® SaaS™

The SaaS Continuum

Tenants
SaaS Resources

Using SurPaaS®, within days and without any programming, SugarCRM was delivered on AWS Cloud as fully instrumented SaaS. It was able to provide a single CRM platform globally and significantly reduce the cost of multiple deployments and new customer acquisition.