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Global Constructions Machine Builder Ensures Document Security with Connecting Software's Solution

LIEBHERR

Customer
**Liebherr-Werk Biberach GmbH/
Liebherr Tower Cranes**

Headquarters
Biberach, Germany

Activity
Equipment builder

Products and Services
**CB Dynamics 365 to SharePoint
Permissions Replicator**

Liebherr, a family owned enterprise with more than 70 years history, is famous not only in Germany but all over the world as the innovators in mobile tower crane building, construction and automation technology. Their business activities range from construction machines to mining equipment, aerospace systems and even hotels. The Liebherr Group now comprises over 130 companies in more than 50 countries on every continent and commits to safeguard the highest level of benefit to the customer in all product areas.

Liebherr Tower Cranes is one of the eleven Liebherr divisions and known for its high-rising products that provide a safe and efficient load-handling on construction sites all over the world.

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Speaking of safety, when Liebherr Tower Cranes had an issue with protective sensitive documents between the CRM and DMS systems, they turned to Connecting Software for our unique solution – CB Dynamics 365 to SharePoint Permissions Replicator which synchronizes security settings between the two systems.

Challenge and Solution

Over years, Dynamics 365 and SharePoint synched pair has become an integral part of managing customers and increasing productivity. This elaborate combination adds great functionality to CRM: document management, team collaboration and the possibility for sharing documents even with non-CRM users, when, for example, a contract is drafted together with the customer. It also takes away the burden of storing multiple large documents in the CRM system which isn't designed for this task.

However, the two systems have different security models and the standard synchronization doesn't cover the permissions and privileges sync. It means that the data restricted for some particular users in D365 can generally access in SharePoint which creates a potential for data breach and financial and reputational losses.

CB Dynamics to SharePoint Permissions Replicator resolves this issue by synchronizing security settings between the two systems automatically running at the background.

"The most important issue we solved was limiting access to confidential documents via Dynamics security roles and entities. Not needing to manage

SharePoint rights has simplified the overall process and allowed us to implement a more complex security model", says Peter Lukschanderl Head of Applications, IT at Liebherr Tower Cranes.

Customer review on CB Dynamics-SharePoint Permissions Replicator

We were curious to know why Liebherr Tower Cranes decided to go ahead with the synchronization solution.

"No other products offered the same features at the time", replies Peter Lukschanderl.

To be fair, the CB Replicator has been and remains the only solution on the market which resolves the missing permissions and privileges synchronization – automatically, running at the background. With the out-of-the-box solution, there is no need for custom development, update and maintenance – it's all on our shoulders.

What is the final opinion of the Liebherr Tower Cranes experts on the CB Dynamics 365 to SharePoint Permissions Replicator?

"We are very satisfied as there have been no issues since the initial setup and the administrative effort, we have to put in is minimal", - Peter Lukschanderl, Head of Applications, IT at Liebherr Tower Cranes.