



Jones Lang LaSalle Uses Hosting to Accelerate Microsoft Dynamics CRM On-Premise Deployment

Highlights

- Microsoft Dynamics CRM offers customers a choice: hosted, on-premise, or hybrid deployment
- Jones Lang LaSalle (JLL) piloted Microsoft CRM in a hosted environment, then seamlessly transferred the deployment on-premise for their global roll-out
- Microsoft Gold Certified partner Project Hosts was selected as JLL’s hosting partner, based on their CRM-certified staff, month-to-month contracts, and outstanding 24x7 support
- Starting with a hosted pilot saved time and money and allowed for better planning of the full on-premise deployment

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▶ Standardizing on Microsoft Dynamics CRM 3.0

With more than 30,000 employees and 125 offices in 50 countries, Forbes 400 real estate and investment management firm Jones Lang LaSalle required a robust, enterprise-wide CRM system. Each international region had their own unique CRM system – Salesforce.com in the case of the Americas. After an extensive review of requirements, features, and functionality, the firm chose Microsoft Dynamics CRM 3.0 (Microsoft CRM) as their new global platform.

“We needed all of our worldwide offices on one common CRM solution to harness the firm’s overall knowledge of our clients”, said Jennifer Grassan, Project Manager for CRM System in the Americas at Jones Lang LaSalle. “Our clients are global and we need a unified view of their organizations to serve them effectively. We lacked visibility across our organization” continued Ms. Grassan. “We also needed our CRM solution to tightly integrate with Microsoft Office and eventually integrate with several other custom applications. No other CRM system integrates with Microsoft Office and Outlook as well as Microsoft Dynamics CRM 3.0.”

▶ Hosted CRM Jump Starts the Global On-Premise Deployment

Jones Lang LaSalle wanted to quickly deploy a hosted version of Microsoft Dynamics CRM in order to gather worldwide user requirements and plan their move to an on-premise deployment. They selected Project Hosts, a Microsoft Gold Certified hosting partner, to implement the hosted version of Microsoft Dynamics CRM 3.0. Scott Chapman, CEO of Project Hosts, commented, “Our hosted solution allowed Jones Lang LaSalle to go live with a hosted version of Microsoft CRM within 5 days and seamlessly move to an on-premise deployment at the end of their five month evaluation and planning process. This approach also provides a predictable cost for the trial, avoiding the possibility of cost overruns.”

Jones Lang LaSalle is deploying Microsoft CRM on-premise for all of its worldwide offices. Once they were up and running with the hosted version, Jones Lang LaSalle assembled a



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user group to obtain feedback on functionality and gather requirements for the on-site deployment. They were able to learn which features end-users really used and wanted and created a more robust set of requirements that met all the user needs for the global on-premise deployment. In the end, starting with the hosted version and then moving to an on-premise installation will shorten the deployment process by months and increase the adoption rate and user satisfaction of the fully deployed on-premise version.

“The hosted version of Microsoft Dynamics CRM got us up and running immediately. The Project Hosts’ online platform accelerated our deployment by 6 months. We were better able to determine our needs and plan our on-premise deployment based on our experience with the hosted version. Hosting was absolutely the most efficient way to jump start a global deployment and gain the immediate support and involvement of everyone on this project”, said Jennifer Grassan of Jones Lang LaSalle.

▶ Project Hosts: An Experienced, Trusted CRM Hosting Partner

Project Hosts provides hosted Microsoft CRM, Office, and EPM to tens of thousands of users worldwide. 24x7 support and the performance and reliability benefits of initially launching a hosted solution are all compelling reasons for companies to partner with Project Hosts. With Global 1000 companies already relying on Project Hosts for online access to Microsoft applications, Jones Lang LaSalle is in good company.

“Project Hosts has a great approach, a very competitive and flexible month-to-month contract structure, and excellent technical and end-user support. I would highly recommend them to anyone”, said Jennifer Grassan of Jones Lang LaSalle.

▶ About Jones Lang LaSalle

Jones Lang LaSalle (NYSE: JLL), the only real estate money management and services firm named to Forbes magazine’s Platinum 400, has more than 125 offices worldwide and operates in more than 450 cities in over 50 countries. With 2005 revenue of approximately \$1.4 billion, the company provides comprehensive integrated real estate and investment management expertise on a local, regional and global level to owner, occupier and investor clients.

▶ About Project Hosts

Project Hosts is the world’s leading provider of hosted platforms for Microsoft Office Enterprise Project Management (EPM), Microsoft Dynamics CRM, and Microsoft Office SharePoint Server. Using the latest Microsoft technologies and proven managed-hosting techniques, Project Hosts significantly reduces the time, costs and complexities typically involved in onsite EPM, CRM, and SharePoint Server configuration, deployment, and ongoing management. Project Hosts services include CRM and EPM online tours, proof of concept evaluations, online pilots, and long-term hosting engagements. Based in Silicon Valley, Project Hosts has provided hosted solutions to more than 20,000 users worldwide. To learn more, visit www.ProjectHosts.com.