

# proMX case study

*Microsoft Dynamics 365 and proMX's add-ons improve project management processes at Interflex*

Seeking tools for resource planning and reporting

Hardware and software company Interflex wanted a solution to improve its resource planning and reporting.

Project management apps built to extend Dynamics 365

Interflex adopted Microsoft Dynamics 365 Field Service and Dynamics 365 Project Service Automation, along with project management add-ons from proMX.

Smoother processes and enhanced capabilities

With Dynamics 365 and proMX's add-ons, Interflex now has streamlined approval management, precise tracking capabilities, and more.

Microsoft  
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## Helping businesses improve efficiency and achieve digital transformation

proMX is a Microsoft partner headquartered in Nuremberg, Germany. Since its founding in 2000, proMX has helped small and large businesses transform themselves into digital organizations, and it has supported them in their efforts to become more efficient. One of the ways proMX does this is through applications designed for Dynamics 365. Numerous add-ons, such as [Time Tracking](#) for Dynamics 365 Project Service Automation, are available on a free-trial basis on Microsoft AppSource.

proMX reports that, across several companies, the integration of its project management add-ons has led to improvements regarding administrative working hours, project documentation costs, and, most significantly, per-employee capacity utilization. On average, revenue per employee has increased by 15 percent, while costs have remained stable.

### Extending Dynamics 365 with project management add-ons

Based in Stuttgart, Germany, Interflex develops and distributes solutions for workforce management and security. Interflex was an early adopter of Dynamics 365 Field Service and Dynamics 365 Project Service Automation. Dynamics 365 Field Service combines workflow automation, scheduling algorithms, and mobility, while Dynamics 365 Project Service Automation helps organizations efficiently track, manage, and deliver project-based services. To enhance resource planning, management, and reporting, Interflex opted to extend Dynamics 365 Project Service Automation with three proMX project management add-ons: Time Tracking, Approval Manager, and Project Gantt.

“Using Project Service Automation combined with Field Service, Unified Service Desk, and Portal allowed us to manage all our business processes in Dynamics 365. It has really improved our processes,” said Simon Schwarz, Team Leader of Business Applications at Interflex.

Time Tracking enables employees and project managers to quickly and precisely record their start and end time spent working on a task, their expenses, and the start and end of their workday. Approval Manager is used to check, edit, and approve or reject time and expense entries submitted by employees during the invoicing process.

Project Gantt enables users to display multiple projects from multiple accounts in the same view, display project details in a table and visualize them with Gantt charts. Users can assign resources to project tasks, track task progress, view dependencies, edit project structures, export the Gantt view to PDF, and create project templates. Project Gantt also allows users to create quotes based on project structures and to filter by project, account, contact, or task.

“With proMX as their implementation partner, Interflex became an early adopter of Microsoft Dynamics 365 Field Service and Dynamics 365 Project Service Automation. The close cooperation between Interflex, proMX, and Microsoft helped them meet their high requirements regarding resource planning and management, as well as reporting.”

- Peter Linke, Chief Executive Officer, proMX