



CASE STUDY



A V A N T E

The Company:

Avante Security has been managing risk and providing security solutions for high net-worth homes, high profile individuals, and elite businesses for over 20 years. They are experts in the security industry and offer unique solutions that cater to the needs of our clients.

The Challenge:

Avante was functionally disorientated by having to manually organize their 3 subsidiaries. Data was not being synced between systems and customers were not satisfied with the level of customer service

The Solution:

WebSan updated Avante Security's CRM system with an implementation of Dynamics 365 Business Central which greatly improved data accuracy. Database accuracy hit rate went from 30% to an impressive 95% after implementation. Avante was also able to close their inventory year-end reporting in a record 4 hours at 100% accuracy. The customer service and satisfaction levels greatly improved as well with NPS Scores going from 47% to 90%. The employee experience has also benefited as well from increased communication between employees and greatly improved data accuracy.

“ When we started together we probably had a 30% database accuracy hit rate, today we are at 95% and our synchronization between CRM and Business Central is at 100%.

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**- Geoff Reed
President- Avante Security Inc.**