



CASE STUDY

How Lee Company Reduced Dynamics 365 Storage Costs by 90%



ABOUT

Lee Company is a full-service mechanical contractor headquartered in Franklin, Tennessee, with nearly 2,000 employees operating across the South-East United States. With more than 80 years of history, they offer HVAC, plumbing, and electrical services across commercial, residential, and industrial sectors. Lee Company is known for designing, building, servicing, and maintaining high-performance buildings - ensuring value throughout a facility's entire lifecycle.

 leecompany.com

 2,000 employees

 Home Services, Facilities Solutions

CHALLENGES

By 2022, Lee Company had fully embraced the Microsoft Dynamics 365 platform, running everything from project operations to sales and field service on Dynamics CE and F&O. However, about a year post-implementation, they encountered a significant issue: their Dataverse database usage was growing uncontrollably - adding 40-70GB of data monthly.

This spike in usage was traced to activity records in Dynamics. Emails and attachments - key to tracking customer interactions - were stored on the timeline of every account and work order. While this was critical for visibility, it was driving up storage costs dramatically.

“I told my boss we’d be looking at an additional \$100,000 in storage costs this year, and that number would double each year going forward,” said Chris Reaves, Senior Director of IT at Lee Company.



SOLUTION

Lee Company needed a solution that allowed them to retain timeline visibility without incurring escalating storage costs. While researching options, a developer on the team - who had encountered AttachmentExtractor at a previous company - recommended revisiting the tool. After reviewing the mscrm-addons.com website and connecting with the team, Lee Company moved forward to evaluate the solution. AttachmentExtractor offered exactly what Lee Company needed:

- ✓ Seamless removal of attachments from the Dynamics database
- ✓ Continued access to the original email and files through the Dynamics timeline
- ✓ Minimal configuration and rapid deployment

“We installed it in a test environment, clicked a button, and it looked like everything was still there. I didn’t believe it. Bailey Moss (Director of Sales at mscrm-addons.com) had to show me a SQL query proving the database column was actually empty,” said Chris.

01 ► Implementation: Fast, Simple, and Proven



The mscrm-addons.com team provided a trial version, and within 30 minutes, Lee Company had it up and running in their test environment. Once confident in the tool’s performance, they moved it into production. Over a two-month period, AttachmentExtractor processed years of data, systematically moving attachments out of Dataverse while preserving the user experience.

“It’s truly a set-it-and-forget-it tool. We only keep about a week’s worth of live data now, and AttachmentExtractor does the rest.”

02 ► The Results: Immediate ROI and Long-Term Sustainability



By switching to AttachmentExtractor, Lee Company:

- ✓ Reduced database storage by more than 200GB
- ✓ Avoided over \$100,000/year in projected storage overages
- ✓ Flattened exponential data growth trends that threatened long-term scalability



HOW MUCH MONEY CAN YOU SAVE?

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“ mscrm-addons.com has been around since the early on-prem CRM days - you can tell this isn’t their first rodeo. The tool is solid, the team is experienced and incredibly supportive, and they’ve been a great partner as our Dynamics environment evolves. Honestly, if you’re using Dynamics and storing attachments or emails in your timeline, I don’t know how you don’t use this tool. Without it, you’re just wasting money. ”

Chris Reaves, Senior Director of IT

