

Eliminate Manual Operations with Shorter Implementation Cycle

■ Client Overview

The client is a supplier of raw materials for a manufacturing industry.

■ The Challenge

In the client's current legacy system, basic needs require complex customization, making the system slow and hard to manage as well as non-scalable, thus impacting business growth. The client, along with this, suffered the following challenges:

- Manual management of key processes, resulting in inaccurate and time-consuming procedures
- Lack of transparency and overview of all business units' performance and progress, based on real-time data .

Hence, the client needed seamless integration and advanced functionalities across departments, such as finance, supply chain and other departments for the purpose of effective reconciliation.



■ The Solution

Smart IMS came up with the implementation of Microsoft Dynamics 365, which provides the client with the scalability to support enterprise-wide operations yet customizable to incorporate specific needs for each function. The team's rapid deployment with a shorter implementation cycle ensured early go-live for the users.

■ Benefits Delivered



Single system catering to all the business and technical requirements of client, as a global organization



User friendly and easy-to-use features



Improved attendance and safety of workers



Low complexity and maintainability (most of the functionalities are standard features with configurations)



Low TCO given the faster time to go-live



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