DXC TECHNOLOGY

Microsoft

Business operations streamlined with Microsoft Dynamics 365 ERP implementation

CUSTOMER
Essential Operations Provider

LOCATION
Australia

INDUSTRY
Consumer and Retail

Challenge

- Disparate legacy applications preventing easy integration with client systems
- Manual workarounds and extra keystrokes a drag on efficiency
- Security and compliance flaws creating unnecessary business risks

Solution

- Implement cloud-based Microsoft Dynamics 365 Finance and Operations
- Vertically integrate business operations for end-to-end processing
- Microsoft Field Service Mobility to aid field service technicians

Results

- Increased compliance and tighter application security
- Improvements across preventative maintenance and asset management
- Easier client integration and vendor onboarding
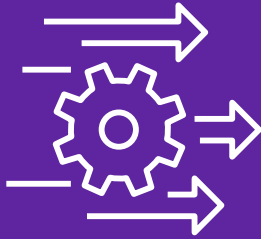
Business operations streamlined with Microsoft Dynamics 365 ERP implementation

As one of the largest and longest-serving providers of staffing, facility management, maintenance and care services, this essential operations provider employs over 30,000 people and works with around 10,000 clients across Australia and New Zealand.

"The key business driver was our need to increase efficiencies when working with our clients."

— **Business Systems Manager, Facility Management Division**, Essential Operations Provider

With a regional strategy supported by local expertise and capability, the company works in partnership with many of Australia and New Zealand's leading businesses across all major industries including mining and resources, oil and gas, government and defence, education, aviation, health, infrastructure, manufacturing, transport and logistics.

Business challenge

Having grown by acquisition, the company has absorbed a number of ageing, disparate systems that were complicating the company's ability to deliver vital commercial processes in conjunction with their clients' operating systems.

The Business Systems Manager for the company's Facility Management Division, says the company needed to replace its legacy on-premise systems

with cloud-based solutions to ensure the business had a platform for future workplace modernisation.

"The key business driver was our need to increase efficiencies when working with our clients."

The workarounds the organisation needed to perform on the old system were impacting business operations and staff performance says the company's Head of Facility Management.

"Our legacy applications were forcing us to do a lot of manual workarounds, requiring extra people, extra keystrokes and preventing easy integration with our clients' systems."

He adds, "It is essential that we can work in a streamlined manner; therefore, we needed to modernise and improve our integration capabilities."

The company is already benefitting from the integrated solution, experiencing increased business process automation and improved security.

Another key challenge with its different legacy applications was compliance.

"We were struggling with regulatory approvals and other compliance prerequisites. We do a lot of work for government agencies and must adhere to the necessary regulations."

The company also wanted to provide live data to their field staff. With people working in remote locations across Australia and New Zealand, it was vital that they could communicate information in real time for efficient use of time and resources.

Solution

The essential operations provider opted to implement Microsoft Dynamics 365 to transform its business systems and selected DXC Technology to undertake the work because, as the Head of Facility Management explains, it needed a partner with sufficient size and bandwidth to complete a large scale program of work.

"One of the big reasons we chose Microsoft Dynamics was to have a vertically integrated business system where all the various elements of our activities, including finance, procurement, operations, and sales and marketing, could work together," says the Head of Facility Management.

"And we chose DXC because they are experts in making the integrations work seamlessly and configuring the system in such a way that allows us to capitalise on all its features and functional capabilities."

Along with a common platform across the business, the Microsoft Dynamics 365 cloud-based ERP solution provides the company with increased compliance and security.

The DXC Practice for Microsoft implemented enterprise asset maintenance as part of the solution, including Microsoft's Field Service Mobility application that allows service technicians to see and update their work orders on-site at a job.

"Various information elements from our work orders need to be processed into the financial system, and our field workers need to access the system live from anywhere within Australia or New Zealand."

Results and benefits

The Business Systems Manager says the company is already benefitting from the integrated solution, experiencing increased business process automation and improved security.

Along with a common platform across the business, the Microsoft Dynamics 365 cloud-based ERP solution provides the company with increased compliance and security.

"We are reaping a range of business and IT benefits thanks to Microsoft Dynamics 365 and the support of the DXC team."

— **Head of Facility Management**, Essential Operations Provider

"We have implemented enhancements around vendor onboarding and enabled various workflow components to improve customer engagement."

Microsoft Dynamics 365 allows the staff to work across a common platform, enabling them to work remotely from anywhere, says the Head of Facility Management.

"We have met all our critical requirements for asset management but also added extra functionality and process improvements across the business's preventative and asset maintenance components.

"As we get more familiar with the system, I expect we will experience greatly improved efficiencies compared to our legacy systems."

He says the new solution will create new opportunities for the company and put it in a position to win contracts for future work.

"We are reaping a range of business and IT benefits thanks to Microsoft Dynamics 365 and the support of the DXC team."

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About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission-critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organizations trust DXC to deploy services to drive new levels of performance, competitiveness, and customer experience across their IT estates. Learn more about how we deliver excellence for our customers and colleagues at DXC.com.