

Modernising core applications with Microsoft Dynamics 365 in ANZ business

Customer case studies across Microsoft Dynamics ERP and CRM

Microsoft Dynamics 365 and DXC Technology

Modernising core business applications

Microsoft Dynamics 365 has reframed the way many organisations approach the implementation of core business systems.

At the heart of many medium-sized and larger enterprises are core business systems that are the result of years of investment in traditional, on-premise applications. These core applications have been moulded to fit unique business processes, modified to industry-best practice and have most often siloed data away from end users - holding it safe, but inaccessible to the broader business.

As these applications reach 'end of life' and are no longer supported, many businesses have looked to deepen their investment in Microsoft's data-first cloud strategy: Microsoft Dynamics 365 for applications, Microsoft Power Platform as an application platform, and Microsoft Azure as an infrastructure platform.

The entire Microsoft cloud comes together as a unified digital-transformation platform with consistent security, identity and compliance boundaries.

Dynamics 365 delivers a cloud-based business applications solution that offers a single platform covering the front and back office; removing data silos and the barriers of disparate systems in order to enable the organisation to work together, seamlessly.

Importantly, Dynamics 365 provides cloud applications that are scalable, secure and are consumable in a composable manner: applications can be selected and assembled in various combinations to satisfy specific business requirements.

Reading through our DXC Technology customer case studies, you will discover that the implementation of Dynamics 365 is a journey. Our case studies simply cover a 'snapshot in time' - reviewing the initial business requirement, exploring the implementation of various Dynamics 365 applications to uncover the immediate 'wins' experienced by the team, and delivered by their trusted partner, DXC Technology.

Join us to see what is possible with Dynamics 365 and DXC.

Microsoft cloud

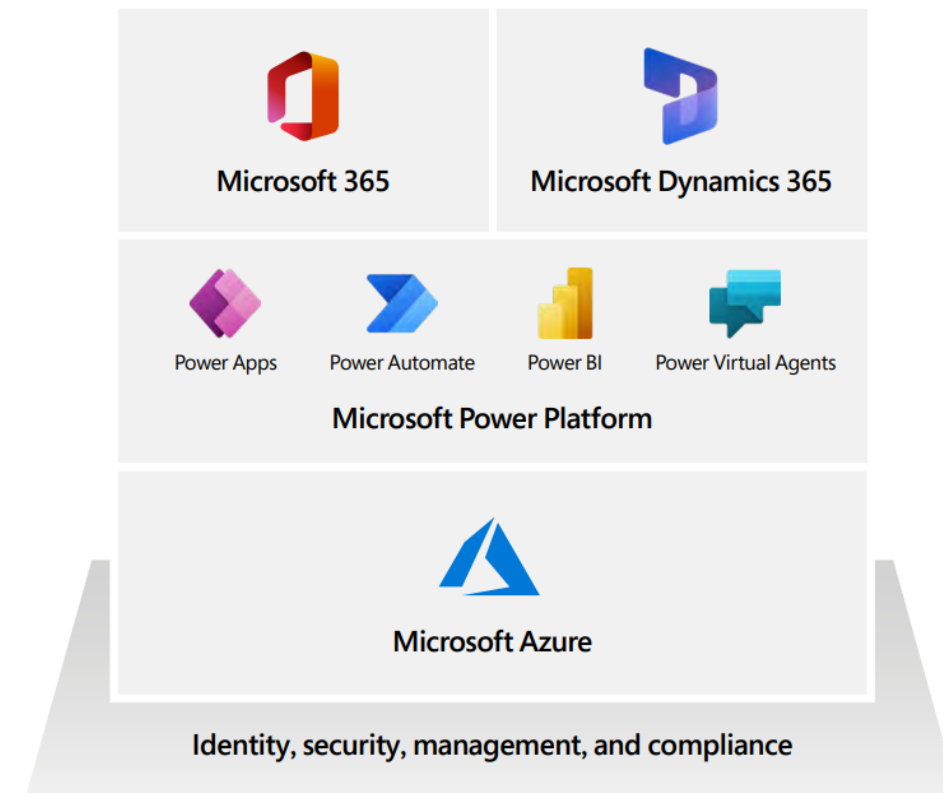


Image courtesy of Microsoft

Microsoft Dynamics 365 – the connected cloud

Innovate everywhere with intelligent business applications

Dynamics 365 is a suite of intelligent business applications that are made to work together - to connect your entire business, enable your employees and delight your customers.

- Dynamics 365 provides front-office and back-office cloud applications (with functional completeness across finance, operations, supply chain management, project, commerce, service, sales and marketing, and human resources) extendable with applications offered by the partner network.
- Dynamics 365 is consumable in a composable manner, so customers can choose what and how much functionality they want to replace at any time.
- Dynamics 365 is built upon the low-code Power Platform so that professional and citizen developers can build solutions, automate processes, and generate insights.
- Dynamics 365 is natively built on Azure with unmatched levels of security, trust, compliance and global availability built-in.
- Dynamics 35 is enriched by the other Office 365 assets such as Microsoft Teams, LinkedIn, and Bing.

Most importantly, it is the ability to get up and running quickly and deliver fast time to value that makes Dynamics 365 the application of choice in the cloud.

This can only be achieved with an implementation partner who has experience, uses proven implementation methodologies, has skilled resource teams, and a track record of success.

Dynamics 365 & Power Platform

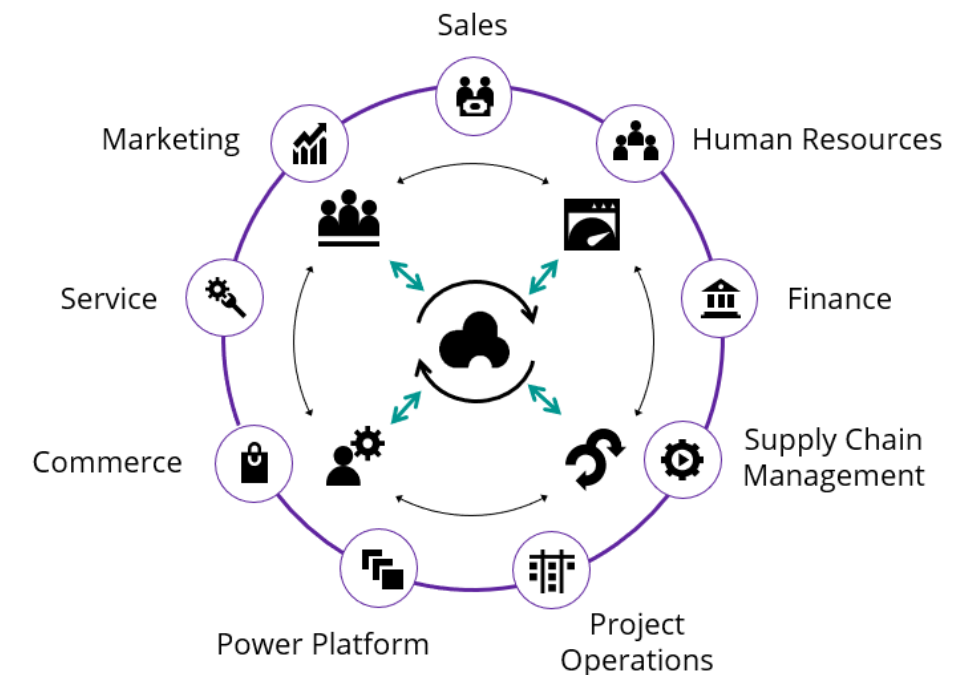


Image courtesy of Microsoft

Experience-led transformation

Delivering successful Dynamics 365 go-lives

The pressures of time, budget and resources are common to every project.

DXC uses proven project methodology comprised of established best practices, prescriptive processes and a supporting standardised toolset to drive successful implementations of Dynamics 365.

This methodology has been influenced by Lean, DevOps, PMBOK, PRINCE2, Six Sigma, ITIL, Agile and Microsoft-specific methodologies and frameworks, such as Success by Design..

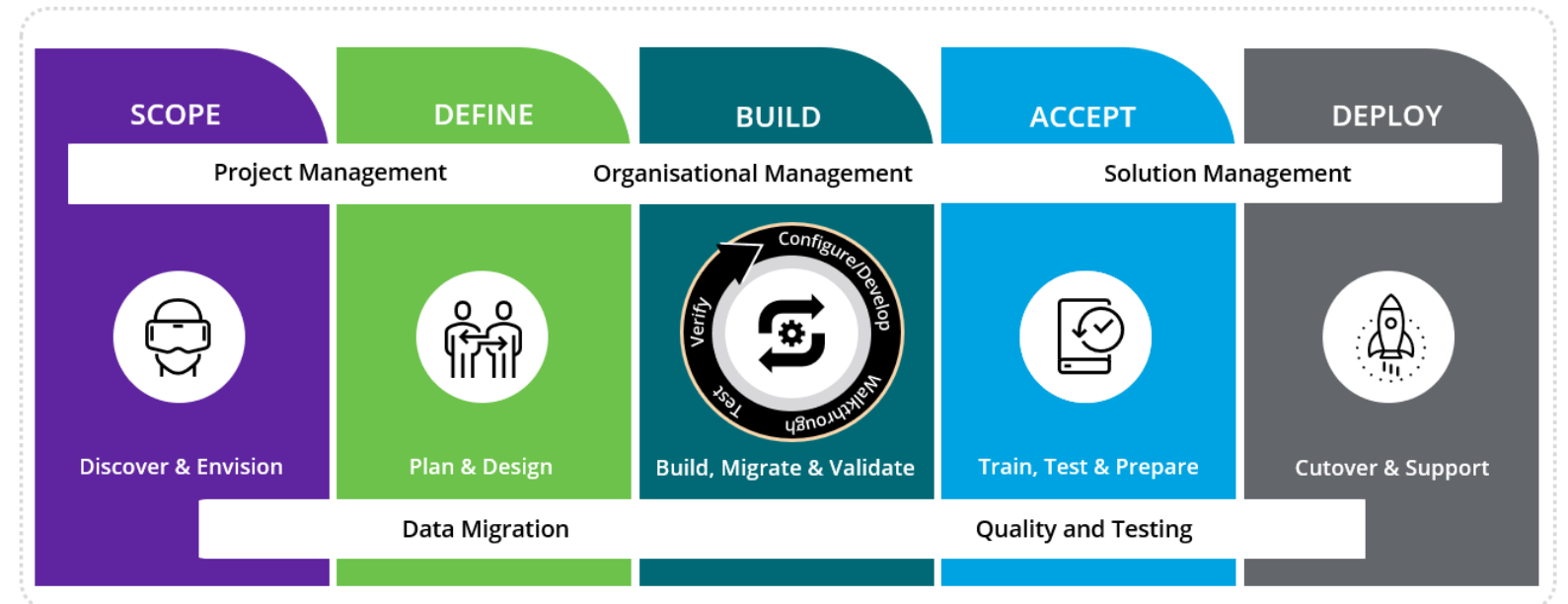
It incorporates traditional implementation phasing with the disciplines and activities of evolving agile practices.

The key benefits of this methodology are:

- Promotion of project efficiency through addressing requirements in the context of standardised business processes;
- Focusing documentation efforts on overarching solution governance and addressing or contesting gaps;
- Rapid solution validation by the business through iterative design, build and test processes; and
- Intrinsic customer involvement in the solution, through every phase of the project – facilitating ownership and adoption by the business.

DXC has succeeded in developing a proven methodology that drives successful implementations.

Explore the following case studies to learn more about the DXC approach to Dynamics 365.



DXC's unique and proven project methodology has five implementation phases: Scope, Define, Build, Accept and Deploy.

Michael Hill: Dynamics Supply Chain, Commerce, Power Apps



Business Challenge

- Management of global store operations to deliver exceptional and consistent customer experience at scale
- Visibility across in-store retail operations, customer service, warehousing, inventory, stock allocation and other retail operations
- Requirement to pivot from a high-touch, high customer engagement sales model to a virtual shopping model without reducing profits

RETAIL: Founded in New Zealand in 1979, Michael Hill is one of the largest high-end jewellers in the world. With close to 300 retail locations across Australia, New Zealand, and Canada, the company has faithfully maintained exclusive, long-term relationships with its customers, some for more than 40 years.



How DXC helped

- Microsoft Dynamics 365 Supply Chain Management for warehouse management, Commerce for retail operations and loyalty, Office 365 for admin, Microsoft Power Apps to extend the platform with a merchandising compliance app all on Microsoft Azure



Business Outcomes

- Consolidation of application into a single Microsoft solution
- Increased visibility across its supply chain and inventory to manage each individual retail store as a warehouse location, allowing for customers to order jewellery online and pick it up at the retail location of their choice or curb side pick up
- By optimising in-store operations, customer service, and other retail processes, Michael Hill has been able to successfully drive efficiencies, improve margins, and deliver stellar customer experiences both in store and online
- Ability to pivot to online sales during periods of retail disruption when no stores were open and increase profits by 41%

“In spite of all these obstacles ... our comparable profits increased by 41%, due to the focus and energy of our team and the transformational change agenda at Michael Hill.”

Daniel Bracken
CEO, Michael Hill

Michael Hill International Limited – ASX and ANZ Announcement
FY21H1 results
<https://investor.michaelhill.com/static-files/6144e27e-69d4-4dff-b59e-428966253e3c>

Città: Dynamics 365 Finance, Commerce



Business Challenge

- Limited flexibility with online sales portal updates and web-authoring; lack of integration across business tools, back-office operations and processing
- No unified physical and digital commerce experience for customers
- Restricted merchandising, inventory management and order management due to siloed purchasing channels

RETAIL: Città is a design company that prides itself on creating beautiful furniture and homewares for every room in the home. Based out of Auckland, New Zealand, they design, import and distribute a comprehensive range of homewares sourced from leading manufacturers around the world.



How DXC helped

- Implement Microsoft Dynamics 365 Commerce
- Develop Unified Commerce Platform – instore, warehouse, online
- Integration with Dynamics 365 Finance and Supply Chain, and Modern Point of Sale



Business Outcomes

- Full e-commerce website to enable online shopping for customers integrated with back-office warehousing and inventory control
- Improved management and autonomy of eCommerce platform
- Fully integrated with inventory and supply chain across all sales channels
- End-to-end cloud platform that will support future global growth

“Having an integrated system has allowed us to better track and monitor the cross-platform sales for customers.

Working with DXC has been incredible. They’re willing to understand our business down to the granular level, that means that the implementation is just so much accurate and usable when we get the end product.”

Emmett Vallender
COO
Città

tna Solutions: Dynamics 365 Sales and Marketing



Business Challenge

- Rapid growth due to multiple acquisitions across business
- Business strained by manual processes and aged infrastructure
- A time consuming and manual process, end of month reports could take several weeks to produce

MANUFACTURING: tna solutions manufactures food processing and packaging equipment as well as supplies turnkey solutions to food manufacturers worldwide. With customers in more than 120 countries, tna solutions employs more than 500 people in 30 offices globally and operates six manufacturing sites.



How DXC helped

- Transformation through series of small technology changes using the Microsoft platform – beginning with Office 365 then Microsoft Dynamics 365 for Talent, the team then deployed Microsoft Dynamics 365 Sales and then Power BI for reporting and analytics.



Business Outcomes

- Standardisation of operations across the global business with Microsoft platform
- Incredibly fast, simple and effective improvements across business
- Real-time visibility to powerful insights, enabling data-based judgements

“When our 5-year strategy is complete, we’ll be completely cloud-based with no reliance on ageing hardware with all the associated costs and teams. And we’ll be a highly disciplined business.

We’ll know the status of our business daily and will be able to make data-based decisions based on accurate insights. The recent work we’re doing with Microsoft and DXC is also enabling us to explore Industry 4.0 principles, which has the potential to revolutionise our business and go-to-market model.”

Pravin Singh
CIO, tna solutions

NHP Electrical Engineering: Dynamics 365 Sales, Marketing



Business Challenge

- To be more efficient, NHP needed a system that provided a 360-degree view of the customer and guaranteed that the information sales reps saw was accurate and timely
- To offer employees mobile connectivity to data

MANUFACTURING: NHP Electrical Engineering Products (NHP) offers more than 75,000 line-items across 24 branches located in Australia and New Zealand. NHP relies on 50 years of electrical and engineering industry experience and works with an extensive network of global partners to offer customised, integrated solutions that focus on making electrical systems smarter, safer, more secure, reliable and efficient.



How DXC helped

- DXC implemented Dynamics 365 Sales and Marketing which chose the solution
- complemented their existing ERP solution
- Dynamics 365 ability to work on mobile devices was a key reason NHP



Business Outcomes

- NHP achieved the mobility required for sales staff where essential information needed is available at their fingertips, regardless of location.
- NHP has been able to integrate sales and opportunity data in real-time and allowed insightful analytics to be obtained.
- Better collaboration between sales, service and operational and the removal of siloed data.

“The solution has also enabled better collaboration and workflows. For example, when we get a new lead, we can ensure it’s being tracked through the system properly and, if another department such as finance needs to step in, they receive an automatic alert and are seamlessly brought into the process. It’s much more efficient than and it delivers greater visibility throughout the organisation.”

Robbie Attard
IT Manager
NHP Electrical Engineering Products

Sime Darby: Dynamics 365 Supply Chain, Finance, Azure



Business Challenge

- Incumbent system prevented operational and digital transformation of the business and took 5 years to rollout
- Inability to deliver optimised customer experience due to old processes and applications
- Tight deadline for project completion – less than 6 months to go live
- 320 system users to go live on solution

CONSUMER INDUSTRIES/HEAVY MACHINERY RETAIL: Sime Darby Motors' commercial truck business in New Zealand (formerly Gough Group) with more than 950 staff at 50 sites across ANZ at the time of implementation. The business includes the sale and support franchise of heavy machinery brands with spare parts, distribution, finance, retail, transport and logistics support.



How DXC helped

- Rapid implementation where DXC prioritised the use of the standard version of Dynamics 365 to accelerate transformation and meet the tight deadline
- 76 functionality gaps were identified which were systematically and collaboratively reduced to 14 gaps for launch
- 23-person team supported by 100 delivery resources added in 3.5 months to meet project demand



Business Outcomes

- New low risk, best fit platform for business went live on schedule, 114 days after project launch with full ERP functionality and retail
- Immediate success and performance benefits experienced on Day 1 because the system was faster than the previous system
- Customer orders reduced from 20 steps to 4 steps
- First automated upgrade completed successfully 3 week after go live

“We chose DXC to be our partner because it aligned with our values. We ran an extremely agile project and DXC was able to provide quality consultants, best practice thinking and deep solution knowledge to challenge us on our processes.”

Grant Taylor
Former Chief Digital Officer
Gough Group now Sime Darby Motors NZ

WaterNSW: Dynamics 365, Power BI, Office 365, Azure



Business Challenge

- Merger of three organisations resulted in disparate IT infrastructure, tools and processes and the need to retire legacy systems
- New organisation needed a single, consolidated and integrated solution and the ability to simplify and streamline business processes
- Improvement of employee and customer experience for customer billing

GOVERNMENT UTILITY:

WaterNSW is a state-owned corporation, which operates the state's rivers and water supply systems. Formed in 2015, WaterNSW is the result of a merger between State Water, the Sydney Catchment Authority and the Department of Primary Industries.



How DXC helped

- The introduction of productivity applications across finance, customer service and billing, HR and enterprise asset management with Microsoft Dynamics 365, Power BI, Office 365 and Azure



Business Outcomes

- Stream-lined customer billing enabling faster, easier, and more meaningful access to an online portal where customers can see the status of their account.
- Ability to maintain a record of all customer transactions in a single view, which improves accuracy of billing and customer service speed.
- Business processes were simplified, introducing new efficiencies to employees. Fast, comprehensive views into data enabled better business decisions.
- Connectivity across the system allowed workflows to operate more smoothly and quickly.
- Teams can focus on data, governance, and productivity as Microsoft will maintain the technical currency of the system across security, auditability, and best-of-breed functionality with One Version and continual upgrades.

"DXC brought strong capabilities for technical implementation and functional consulting, which we needed to link business processes to software configuration.

During the project, the DXC team was highly professional, accessible, and disciplined in delivering our outcomes while remaining flexible to our needs."

Ian Robinson
CIO
Water NSW

RSL DefenceCare: Dynamics 365 Service, Azure



Business Challenge

- DefenceCare needed a fast, 360-degree, evidence-based view of customers to better understand the mix of services used and the outcomes each person achieved during the course of service
- Requirement for real-time access to robust analytics for decision making
- Integration with existing Microsoft applications and a familiar user interface

NOT-FOR-PROFIT: RSL

DefenceCare is a charity and not-for-profit organisation helping Australian veterans and their families manage through injury, illness or crisis with help around claims, advocacy and well-being. Veteran customers access a range of different health, legal and financial services provided by DefenceCare.



How DXC helped

- Microsoft Dynamics 365 Service
- Cloud deployment
- Ease of integration with Office 365 and familiar user interface
- Seamless integration with SharePoint for document management



Business Outcomes

- Real-time data and meaningful insights on service outcomes
- Automated processes and introduction of robust data management and analytics
- Improved management of payments and receipts

“The ability to use data more effectively across the organisation made our team much more proactive when helping customers because data drives decisions. The team genuinely believe in their ability to help customers because they use databased analytics to show customers how to realise positive personal outcomes..”

Raj Nair
Chief Operating Officer
RSL DefenceCare NSW

IR: Dynamics 365 Finance



Business Challenge

- Finance team was spread across the globe with existing on-premise ERP reaching end-of-life and impeding speed of business.
- Requirement to retire complex legacy processes and multiple legacy systems
- Desire to modernise the business to work seamlessly and have a single source of truth for working together in the future

TECHNOLOGY: IR is the leading global provider of user experience and performance management solutions for payments transactions and collaboration systems. It enables many of the world's largest organisations to simplify complexity and provide visibility over systems that allow them to transact and collaborate.



How DXC helped

- Microsoft Dynamics 365 for Finance and Operations – went live March 2020
- Bringing finance, procurement, project management and time sheets into a single system
- Robust change management program to support the implementation and the adoption of the new solution



Business Outcomes

- Cloud solution enabled teams to overcome challenges of working remotely
- An integrated, data-driven D365 solution, has enabled IR to improve response time and increase agility within the business
- A single system provides traceability and promotes simplicity for financial reconciliation
- DXC's deep experience provided IR with insights to keep on track, simplify and modernise their business processes and financial reporting

“We wanted to move from having all these diverse, unintegrated systems to a single system that was organically integrated by being one product and Microsoft Dynamics 365 ticked all the boxes for us.”

Naheen Mahbub
Group Financial Controller
IR

DXC and Dynamics 365

A compelling reason for action

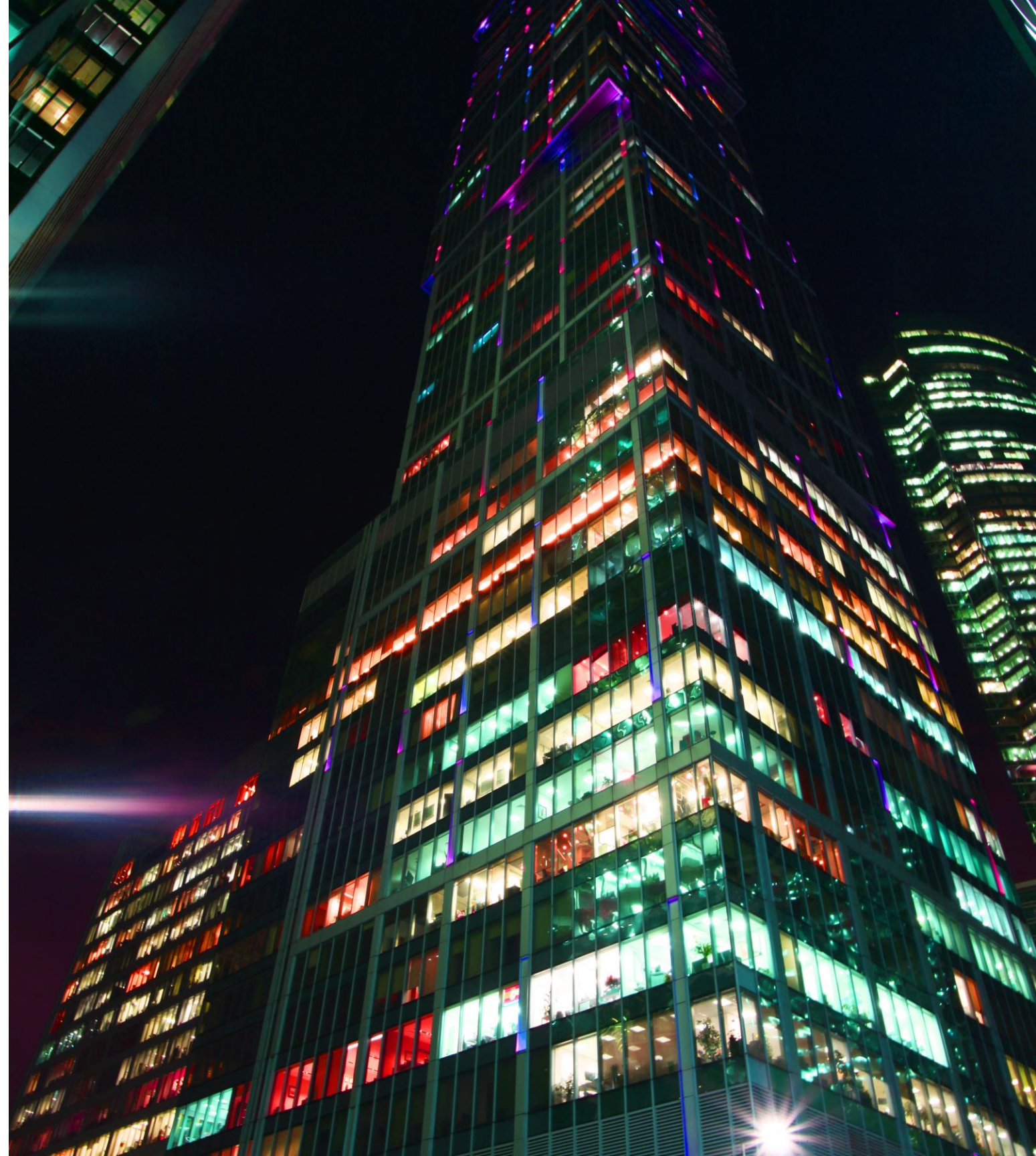
One thing is clear: businesses are demanding faster outcomes and return on investment from implementation projects.

In order to deliver this, a new approach is needed that combines proven project methodology comprised of established best practices, prescriptive processes and a supporting standardised toolset to drive successful implementations of Dynamics 365.

With the right partner, experienced in leading this methodology, and the right cloud platform with a wide and mature feature set, it's possible to implement Dynamics 365 in the cloud in just months (not years) and realise true time to value for your business

DXC is the largest independent Microsoft Dynamics systems integrator in the world. In Australia, New Zealand and the Pacific, we have a team of over 480 consulting resources supporting over 1,200 customer sites and implementing new projects.

We have the maturity and scale to deliver successful Dynamics 365 and Power Platform projects across a range of industries.



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 across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. Learn more about how we deliver excellence for our customers and colleagues at www.dxc.com.

For more information visit www.dxc.com/au/en/practices/microsoft

Contact: AU 1300 660 471

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