

# NAVIGATE YOUR NEXT



ADVANTAGE YOU  
Microsoft Dynamics  
Practice – Success  
Stories

# Case: Implementing a Concern Management System for one of the largest personal lines insurance in the US.

## Challenges

- Difficult-to-manage recovery system (with many integrations)
- Legacy applications (poor reporting, performance, and UX)
- Ineffective assignment & routing of cases with SLA violations

## Solution

- A Microsoft Dynamics CRM based Unified Concern Management System for Ticketing and Escalation Management

## The Infosys Effect

- Analyzed the existing Siebel application and implemented Microsoft Dynamics CRM with improved usability
- Simplified integrations with legacy systems without compromising on features
- Improved reporting capabilities using SSRS 2008
- Added capabilities to track resource availabilities to improve ticketing

## Benefits:

- 40% reduction in SLA slippage
- 20% improvement in productivity
- Introduced new channel to capture concerns
- Introduced six new categories of concerns
- Introduced six classifications of business process

# Case: Implementing a Concern Management System for one of the largest personal lines insurance in the US.

## Challenges

- No tool to track the 'cost of serve' for each customer
- Disparate sales processes across business units
- Manual, sub-standard performance management process
- Inefficient opportunity management process

## Solution

- Implementation of Outlook-based Microsoft Dynamics CRM to automate the CSM process for seven business units across 53 countries

## The Infosys Effect

- Standardized sales processes with a global CRM template
- Automated segmentation, alerts and performance management
- Centralized the account planning process
- Deployed the solution across EMEA, APAC, NORAM & LATAM
- Seamless integration with SAP BW, SharePoint Help, and MS Lync

## Benefits:

- 30% better sales personnel productivity
- US\$1.5 million saved with lower TCO and reduced sales costs
- 500+ enhancements deployed during implementation and rollout
- 2% reduction in global customer service costs

# Case: Implementation, rollout, and support for a retail back-office sales system for one of the world's largest manufacturers of sports apparel & consumer goods, headquartered in Germany

## Challenges

- Inefficient application support due to disjointed teams and communication issues
- Time-consuming, manual store recovery process
- High incident resolution time with high dependency delays between L1 and L2 support

## Solution

- Microsoft Dynamics NAV with LS Retail add-on, Data Director Solution to manage back-office sales

## The Infosys Effect

- Supported applications at Level 2 for EMEA, LATAM, and APAC regions and at Level 3 globally
- Enhanced existing Hand Point solution (A handheld solution on LS Retail add-on on Navision)
- Developed Navision interfaces for the CIS Data Migration project

## Benefits:

- 30% lead-time improvement after an IT incident
- Improved ticket turn-around with an effective support processes

# Case: Enhancements and support for the ERP system of a leading US-based yoghurt manufacturer

## Challenges

- Poor inventory rotation with higher ratio of expired materials
- Higher manufacturing costs due to sub-standard visibility
- Poor product traceability leading to slower recalls and poor consumer safety

## Solution

- Implemented Microsoft Dynamics AX functionality to support strategic business needs for supply chain, operations, IT, transportation, warehouse, and finance

## The Infosys Effect

- Reviewed and amended business processes to ensure close alignment with AX functionality
- Provided 24x7 support and maintenance for AX 2012, CRM 2011, and RF Smart
- Implemented effective remedial measures for improved inventory reporting capabilities and better transaction integrity with 3PL companies
- Provided dashboard reports to stakeholders for better visibility

## Benefits:

- 99% inventory record accuracy
- 55% improvement in issue resolution following the ITIL process
- 40% reduction in support costs

# Case: A solution for financial reporting and business planning across 10 countries for a leading oilfield equipment and services provider, headquartered in the US

## Challenges

- Time-consuming, cumbersome and error-prone monthly financial reporting processes
- Disparate, issue-prone software used in offices across the world
- High global management support and maintenance costs

## Solution

- Implementation of AX 2012 as the common ERP platform across the globe to achieve standardization of business processes

## The Infosys Effect

- Conducted workshops across the world to define a roadmap and assess business readiness
- Incremental wave rollout involving multiple currencies, localizations and legislations (for Australia, Singapore, UK, Gabon, Netherlands, Germany, Argentina, Thailand, Indonesia, and India)
- Provided consistency of data & information across all group companies

## Benefits:

- 15% faster financial closing activities
- Lower IT spend with system consolidation & replacement with AX
- Improved efficiency due to process, data, and reporting standardization

# Case: Clinical Trial Supply Management (CTSM) solution for a leading US biotech company

## Challenges

- Distributed IT landscape – multiple legacy apps in silos with no synchronization
- Physical docs – all major business documents were on paper
- Lack of user control in legacy applications – incorrect data entries and transactions

## Solution

- Implementation of a Microsoft Dynamics AX based CTSM solution to cater to the complex supply chain needs of the pharmaceutical industry

## The Infosys Effect

- A single application catering to all procurement needs established
- Customized the AX product management for complete master data management
- Increased implementation speed using parallel design and development stages

## Benefits:

- 15% shorter 'project setup' to 'order creation' time with minimal user intervention
- E-signature feature to meet legal / regulatory requirements and compliance. Save up to 10% in validation time
- Automated workflow system to reduce the approval times by 20%
- Automated PDF Reports generation to reduce manual efforts due to paper based reports by 25%

# Case: Integrated solution for a leading provider of communications services across 170 countries, headquartered in the UK

## Challenges

- Disparate processes for the same business function
- Non-uniform financial reporting across the group
- No centralized products / services information and management across business lines
- Disjointed, manual, finance sales, and purchase processes

## Solution

- Microsoft Dynamics AX based common platform for finance, SCM, project management, and service management

## The Infosys Effect

- Harmonized processes and facilitated consolidated financial reporting
- Unified product catalogue creation to assist products and services management
- Replaced multiple applications with an integrated AX solution

## Benefits:

- Consolidated the IT landscape for all business processes
- Developed a system with 56% lower customizations, hence little overhead



# Case: Implementation of a Customer Service Management tool for a leading electricity distribution network company in north-west England

## Challenges

- Compliance with customer satisfaction benchmarks (OFGEM regulatory requirements)
- Lack of standard reporting and case tracking features
- Legacy IT with disparate systems causing maintenance issues

## Solution

- Outlook based Microsoft Dynamics CRM solution for improved customer services and case management

## The Infosys Effect

- 360 degree customer view for the customer care team
- Improved customer experience with multi-channel interaction
- Improved Service Assurance capability – customer experience management, service level agreement (SLA) monitoring, trouble ticket, and compliance management

## Benefits:

- Successfully handled a massive surge in automated tickets and updates without drop in performance or any compliance issues during a storm in Dec 2015
- 75% reduction in Service Target Breach
- 50% reduction in defects in 4 months
- 33.33% reduction in faults in 3 months



THANK YOU