

eclipse

A DXC Technology Company

White Paper



Why Microsoft Dynamics 365?

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Reconfiguring the modern organisation for growth with DXC Eclipse and Microsoft Dynamics 365

To remain competitive in the digital era means embracing new ways of working. Businesses need systems that are flexible, reliable, and can adapt and grow to suit their needs. It's important not to get side-tracked by what's available but, rather, to form a deliberate transformation strategy based on the company's unique goals and operating procedures. This requires a technology partner that truly understands the business and can recommend and configure the right solution to drive the business forward.

Digital transformation can help organisations deliver a better way of working; it challenges organisations to innovate in order to capitalise on opportunities to grow. Most businesses understand why they need to transform, but how to do so is the hard question.

A Microsoft cloud-based solution such as Dynamics 365 offers a modular approach to business operations systems, encompassing customer relationship management (CRM) and enterprise resource planning (ERP).

Why Microsoft Dynamics 365?

Dynamics 365 offers an integrated technology platform. Beyond ERP and CRM, it integrates with the full Microsoft ecosystem from Office 365 to SharePoint and Power BI. Dynamics 365 includes intelligent technologies such as analytics and machine learning to help the business access and analyse a broad range of data, so it can improve the customer experience, better engage employees, and optimise operations.

Organisations that can harness data, supported by a cloud-first infrastructure and predictive modelling, will be able to anticipate and respond quickly to changing market conditions and customer demands. Microsoft Dynamics 365 offers the agility businesses need in one powerful package.

Dynamics 365 brings together the best of ERP and CRM capabilities into applications that work together seamlessly for a modular approach that grows along with the company. It can form the backbone of the entire company's operations, covering everything from sales, customer service, field service, and operations, to marketing, customer insights, project service automation, and, of course, financials.

The benefits of Dynamics 365 include:

- more engaged customers through personalised experiences through all touchpoints
- familiar tools and actionable insights that empower employees to do their best work
- optimised operations based on more intelligent processes and predictive guidance
- improved innovation that lets businesses shift from being reactive to proactive.

Dynamics 365 brings together transactional systems and systems of record into a series of applications that break down traditional silos between the business applications people use every day. It includes advanced analytics and Power BI for a level of business intelligence that drives better, faster decision-making and puts organisations out in front of the competition.

This transforms how work is done.

Delivering digital transformation: areas of focus

1. Building happy customers: customer-centricity
2. The democratisation of information: optimising operations
3. Engaging employees: the flexible workplace
4. Gaining a competitive advantage by analysing data



By choosing an experienced, knowledgeable partner like DXC Eclipse, businesses can get maximum value from their shift to Dynamics 365. As a leading Microsoft partner, DXC Eclipse leverages its global team to deliver exceptional results to more than 2,000 customers.



Quick Link
Customer Success Story

Beyond Bank

Beyond Bank Australia achieves transformation with comprehensive Microsoft solution in a South East Asian first

Customer Case Study

Beyond Bank

Beyond Bank Australia achieves transformation with comprehensive Microsoft solution in a South East Asian first

Industry
Banking and financial services

Solution
The implementation of the first in South East Asia, DXC Eclipse implemented comprehensive solution that leveraged the Microsoft Dynamics 365 Beyond Bank Australia solution to gain a complete transformation and improved customer experience.

Challenge
As a financial institution, Beyond Bank uses multiple legacy systems for a variety of customer interactions. The variety of customer touchpoints and software applications that connect the bank's personnel and their customers made it difficult to deliver a consistent, outstanding, brand experience.

Challenge
To deliver on the strategic goal of transforming the customer experience, Beyond Bank needed a solution that could be implemented in a matter of weeks and integrate with both internal and external systems. The bank's ability to replace an entire core system and to deliver a single, personalized experience was

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1. Building happy customers: customer-centricity

Most businesses consider customers as their primary focus to ensure growth and success. Delivering the best possible customer experience can be a daunting task, especially as expectations are changing rapidly. A recent Forrester study showed that 72 per cent of businesses say improving customer experience is their top priority. Forrester also states that “a customer-obsessed operating model requires technology infrastructure to evolve at the customer’s pace” and this means that organisations need a flexible technology infrastructure to be able to adapt to those expectations.¹

Beyond Bank Australia achieves transformation with comprehensive Microsoft solution in a South East Asian first

Robert Aitken, CIO, Beyond Bank, said, “This project is one of the most significant projects Beyond Bank has done in 10 years. This has been truly transformational and a real game-changer for the organisation.”

Beyond Bank needed to replace a mission-critical system that is core to the bank’s business model. It was looking to transform the way it provided services to customers, tracked interactions, managed workflows, and maintained customer information. DXC Eclipse implemented a cloud-based Microsoft solution that leveraged Office 365, Microsoft Dynamics CRM Online, SharePoint, Dynamics Marketing, Azure Service Bus, and more.

By implementing Dynamics 365, Beyond Bank has been able to:

- improve its technology environment by moving from legacy systems to an agile and flexible cloud-based environment
- improve its customer experience to be seamless, accurate, and fully personalised
- lower the cost of ownership of mission-critical systems
- streamline business processes and remove unnecessary manual work, reducing the potential for errors
- improve overall staff engagement; the new system gives staff more ownership of the customer relationship, which will lead to improved staff satisfaction and more motivated employees since they can contribute directly to organisational success.

¹ <https://www.forrester.com/72+Of+Businesses+Name+Improving+Customer+Experience+Their+Top+Priority/-/E-PRE9109>



Quick Link
Customer Success Story

NHP Electrical Engineering Products

Eclipse helps NHP empower its sales force with mobile access to essential data and systems

2. The democratisation of information: optimising operations

ERP and CRM systems are the backbone of many organisations. They provide the contextual and transactional information workers need to complete core tasks. The right systems can help a company shorten sales cycles, manage information more efficiently, and improve customer service.

Cloud-based delivery systems have made ERP and CRM systems more accessible and affordable for businesses of any size and in any industry. Instead of requiring an upfront investment in dedicated servers, licences, and physical space in the data centre, cloud-based systems simply require an ongoing operational expense per user, per month.

These systems are easy and intuitive to use, deliver real-time information, and are accessible from anywhere.

NHP empowers its sales force with mobile access to essential data and systems using Microsoft Dynamics 365

In today’s competitive landscape it is critical for organisations like NHP Electrical Engineering Products (NHP) to empower its salesforce with the best customer information possible. Of NHP’s 800 employees, approximately 250 are sales representatives who rely on the company’s customer relationship management (CRM) system to give them key information about prospects, opportunities, and customer data. While NHP used a number of Microsoft tools such as Dynamics AX, its existing solution did not provide the level of integration required to meet its growing business needs.

During the implementation process, NHP discovered that sales reps were still using the old system for a reporting function that few people knew about. The team therefore needed to come up with a solution quickly to replace that feature. DXC Eclipse recommended NHP use Power BI, which would not only enable the reporting that had been possible in the old system, but would also integrate seamlessly across both Dynamics 365 and Dynamics AX, letting sales reps get information easily from both sources.

By implementing Dynamics 365, NHP has been able to:

- empower its sales force to take full advantage of iPads and laptops they were equipped with to access customer information through Dynamics 365 mobility functionality
- integrate sales and opportunity data in real-time providing insightful analytics out of the system where people used to manually crunch numbers in spreadsheets
- enable better collaboration and workflows across the organisation
- empower NHP’s managers to get real-time, accurate information to make better decisions, faster.



Quick Link
Customer Success Story

Pickles Auction

Eclipse gives Pickles Auctions the technology backbone needed for significant transformation using Microsoft Dynamics 365

Customer Case Study
Pickles Auctions
Eclipse gives Pickles Auctions the technology backbone needed for significant transformation using Microsoft Dynamics 365

3. Engaging employees: the flexible workplace

Traditionally, work was considered a destination but, with the advent of cloud-enabled flexibility, work is simply an activity that can be done from anywhere. Staff expect to be connected via mobile devices, getting access to the information and applications they need, when they need them.

Furthermore, the consumerisation of IT means staff expect these applications to be easy to use and intuitive. Since they can access cloud-based apps such as Facebook and Gmail from their mobile phone, they reason, they should be able to access business systems just as easily.

In the past, this was made difficult because applications didn't perform well if the user was too far away from the server. Even using remote desktops still resulted in a lag that made the experience frustrating.

Cloud-based apps, with their HTML-based interfaces, don't have this problem. They're optimised to be delivered via the internet, so users no longer need to be in an office with access to a nearby server to use the applications or get the information they need.

Most businesses dipped a toe in the waters of mobile access by giving workers remote access to their emails and file servers. Products like Microsoft SharePoint make it even easier to share information and collaborate across geographical distances of all sizes.

Pickles Auctions transforms its technology backbone using Microsoft Dynamics 365

The need for improved visibility into operations is driving transformation across industries and organisations. Pickles Auctions was no different: DXC Eclipse worked with Pickles to update its systems to Microsoft Dynamics 365 for Operations. This transformed the business by giving decision-makers greater visibility into performance and accounts, as well as delivering greater flexibility and agility. The solution is helping Pickles compete more effectively in the marketplace.

By implementing Dynamics 365, Pickles has been able to:

- completely replace one legacy system, as well as integrating Dynamics 365 with other large legacy systems
• implement a cloud-ready and modern solution with Dynamics 365, letting it access information from anywhere
• explore opportunities in new ventures with a cloud-ready solution that can scale up easily and quickly
• improve productivity by leveraging the flexibility of Dynamics 365 to change the workstyle and pattern of users



Quick Link
Customer Success Story

Kotahi

Kotahi uses cloud-based business intelligence and predictive analytics to acquire a competitive edge

Customer Case Study

Kotahi
Kotahi uses cloud-based business intelligence and predictive analytics to acquire a competitive edge

Industry
Shipping and freight management

Solution
Kotahi implemented DXC Eclipse's next-generation business intelligence (BI) application, Exceed Analytics (built using Power BI and Azure SQL DB) for Microsoft Dynamics AX. This implementation enabled Kotahi to improve demand forecasting, financial reporting, and data governance. Exceed Analytics also provided a self-service reporting environment for the team, allowing them to access data and generate reports on their own. This implementation supported stronger decision-making and improved business processes.

Challenge
Kotahi's existing demand forecasting process was manual and time-consuming, taking three days to complete. This process was prone to errors and did not provide real-time insights. Additionally, the existing reporting environment was not user-friendly, making it difficult for the team to access and analyze data.

Straight Talk
DXC Eclipse's cloud-based solution was a key factor in Kotahi's decision to implement Exceed Analytics. The solution's scalability and flexibility allowed Kotahi to scale the application as needed, and its integration with Microsoft Dynamics AX provided a seamless user experience. The implementation was completed on time and within budget, and the team is now able to access data and generate reports on their own.

Results/Outcomes
Kotahi achieved significant savings by reducing demand forecasting from three days of manual processing to less than thirty minutes. The team is now able to access data and generate reports on their own, and the implementation supported stronger decision-making and improved business processes.

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4. Gaining a competitive advantage by analysing data

Organisations are becoming more data-driven as they realise the importance of analytics for gaining business insight and being able to make smarter decisions, faster than their competitors.

Within any organisation, different groups of people need access to data and analytics, from business users and analysts to data scientists. As a result, it is no longer adequate to have large, monolithic data analysis tools and projects. Instead, businesses looking to achieve real value from their data need solutions that are unified, enable collaboration, and provide fast, simple access to it.

Cloud has emerged as the platform of choice for organisations that want to turn data into actionable business insights that can deliver measurable improvements. Choosing the right technology solution can unleash the potential of data without requiring deep data expertise from within the organisation.

Cloud-based solutions offer the biggest benefits when it comes to avoiding massive expenses associated with data collection and analysis. Cloud lets organisations handle a diverse range of data sources at scale, which makes it more cost effective and less risky. Because of its elasticity cloud solutions let organisations scale up to access the computational power needed for data analysis projects without investing heavily in on-premise infrastructure that may not be needed beyond that project.

Ideally, organisations can access a highly-scalable, near real-time analytical platform that offers an agile architecture and simplicity. The right solution should offer industry best-practice metrics, built-in real-time intelligence, and customisable dashboards so businesses can break through the user adoption barrier.

Kotahi uses cloud-based business intelligence and predictive analytics to acquire a competitive edge

Kotahi handles cargo worth billions of dollars every year. The cargo primarily originates in New Zealand, the world's most remote nation, and is destined for one of more than 400 ports or inland facilities around the world. Accurately forecasting demand was an essential ingredient in Kotahi's ability to achieve ongoing growth and competitive advantage. However, its existing visibility of demand made this difficult.

Kotahi implemented DXC Eclipse's next-generation business intelligence (BI) application, Exceed Analytics (built using Power BI and Azure SQL DB) for Microsoft Dynamics AX.

Kotahi also partnered with DXC Eclipse and Microsoft to develop a demand forecasting solution leveraging Microsoft's Cortana Intelligence Suite. This solution streamlines demand forecasting and financial reporting, and automates processes to let the team focus on predictions to support stronger decision-making.

By implementing Dynamics 365, Kotahi has been able to:

- achieve significant savings by reducing demand forecasting from three days of manual processing to less than thirty minutes
- put the power of reporting into the hands of users
- improve financial reporting through increased speed of access to results.
- improve data governance and reliability
- prepare for future growth, compete more effectively in the marketplace, and improve business processes and business monitoring.



Quick Link
Fact Sheet

DXC Eclipse Cloud Readiness Review

Kotahi uses cloud-based business intelligence and predictive analytics to acquire a competitive edge



Ready for the Cloud?

How a readiness review can help your journey to digital transformation

Moving to the cloud isn't always as simple as 'lift and shift'. It takes careful planning and a strategic approach to make sure that move is seamless, successful, and, above all, non-disruptive.

DXC Eclipse works with customers to assess their current business systems, processes, and readiness to transition to the Microsoft cloud. The team focuses on managing the business risks, optimising the IT infrastructure, and managing the integration, security, and new technical and operational opportunities available in the Microsoft cloud.

DXC Eclipse uses a Dynamics 365 Readiness Review questionnaire to understand the current business state. Following that, the team holds a series of workshops and information sessions to engage with stakeholders, specialists, and key users to align organisational objectives with the ultimate cloud solution architecture map.

DXC Eclipse reviews the following key elements:

- Business systems environment.
- Infrastructure readiness.
- Business strategy and the role IT can play.
- Change management plans and risk analysis.

Understanding these four elements helps to understand how to take an organisation from the 'as is' scenario to the ideal scenario. It will highlight and address any risks and roadblocks so nothing stands in the way of the company's digital transformation.

Mapping the way forward

The key objective of the Dynamics 365 Readiness Review is to help select and implement the right Dynamics 365 application.

DXC Eclipse prepares a report that includes the following:

- Solution map that graphically details the relationship between Dynamics 365, proposed future and existing business solution technologies.
- Solution roadmap that delivers a clear and defined path to transition, including timeframes.
- Risk analysis that identifies challenges.
- Recommendations for mitigating the risks and maximising value.
- Dynamics 365 solution definition that maps the current business functionality against the new solution and outlines key business roles as they relate to the new architecture.
- Licence and solution costs based on the organisation's needs and aligned to the solution roadmap so the business can understand indicative costs for the short-, medium-, and long-term investment based on assumptions defined during the review.

DXC Eclipse also provides an executive briefing pack to get corporate sponsors and other executives on board. It includes:

- an executive briefing document
- an executive briefing PowerPoint presentation
- a workshop to walk through the executive documentation.

What to do next

Once the Dynamics 365 Readiness Review is completed, the organisation is ready to do a pre-implementation analysis to finalise the scope of the transformation project.

With the right roadmap, organisations will have a clear and defined path to transition to the future cloud state. Each step should be identified and timelines laid out. Importantly, the roadmap will also provide a foundation for if the market or technology changes, so organisations can adapt or pivot but still continue on their journey.



About DXC Technology

DXC Technology (NYSE: DXC) is the world's leading independent, end-to-end IT services company, helping clients harness the power of innovation to thrive on change. Created by the merger of CSC and the Enterprise Services business of Hewlett Packard Enterprise, DXC Technology serves nearly 6,000 private and public sector clients across 70 countries. The company's technology independence, global talent and extensive partner network combine to deliver powerful next-generation IT services and solutions. DXC Technology is recognized among the best corporate citizens globally. For more information, visit www.dxc.technology.

Why work with DXC Eclipse?

Moving to Microsoft Dynamics 365 requires careful planning to get maximum benefits with minimal risk. Businesses need to ensure the move is seamless, successful, and non-disruptive.

DXC Eclipse is a leading Microsoft partner.

DXC Eclipse works with customers to assess their current business systems, processes, and readiness to transition to the Microsoft cloud. The team focuses on managing the business risks, optimising the IT infrastructure, and managing the integration, security, and new technical and operational opportunities available in the Microsoft cloud.

DXC Eclipse uses a Dynamics 365 Readiness Review questionnaire to help businesses understand their current and desired state, then plan a roadmap to the cloud.

DXC Eclipse is a Gold Microsoft partner for Microsoft Dynamics and intelligent solutions in the cloud, on Azure, and on-premise. DXC Eclipse is the trusted partner for CFOs with 97 per cent customer retention year on year.

DXC Eclipse has a global team of Microsoft consultants. We get to know your business so we can develop the right solution to match your needs, both now and into the future. We offer specialist industry solutions built on the Microsoft platform for retail, manufacturing, banking, healthcare, and mining. No matter what size your organisation is or what industry you operate in, we have a solution for you. We've helped more than 2,000 customers achieve their business goals.

[Learn more at www.uxceclipse.com](http://www.uxceclipse.com)