AGR Australia attains a localised financial solution and improves reliability within a global framework

Client name: AGR Australia

Location: Perth, Australia

Industry: Oil and Gas

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DXC Eclipse helps AGR Australia deliver localised financial solution within a global framework

Challenge

AGR wanted a localised Microsoft Dynamics NAV application to reflect its Australian business processes and independent of the global platform with the ability to be customised and supported locally

Solution

Microsoft Dynamics NAV with functionality customised for AGR Australia's requirements to evolve with the dynamic nature of the oil and gas industry

Results

DXC Eclipse's solution resulted in immediate cost savings and reliability

New application features improved data tracking capability through an improved schedule of values and cost codes so invoices can be efficiently coded, routed and tracked for the appropriate approvals and payment

Challenge

AGR (Australia) Pty Ltd ("AGR") is part of the AGR Group, a leading provider of essential services and technologies to the international oil and gas industry with a presence in 14 countries. As an integrated oil and gas industry service provider, AGR manages, engineers and services offshore and onshore oil and gas production facilities throughout their life cycles.

Globally, AGR uses the Microsoft Dynamics NAV platform for its accounting applications. Initially, the Australian office used the global standard. However, AGR wanted a localised Microsoft Dynamics NAV application to reflect its Australian business processes and to be independent of the global platform from both a licensing and support perspective.

Jeremy White, Systems and Reporting Accountant, AGR said, "The Microsoft Dynamics NAV platform is robust and we are familiar with its capabilities and reliability. We wanted a solution that reflected the functionality of the company's global Microsoft Dynamics NAV application that could be supported by a local network of service providers."

AGR wanted a partner with extensive experience to deliver the solution quickly, and to provide advice and enhancements to the standard Microsoft Dynamics NAV platform. As a Microsoft Gold Partner for over a decade, DXC Eclipse was an obvious choice for AGR.

"We approached DXC Eclipse because of their diverse Microsoft Dynamics NAV implementation experience and the assurance of working with a Microsoft Gold Partner was also appealing. We knew that customisation would be required and DXC Eclipse's industry experience proved to be invaluable," said Jeremy.

Solution

AGR required a solution that could be extended as business requirements evolved in line with the dynamic nature of the oil and gas industry. DXC Eclipse worked closely with AGR to understand the levels of Microsoft Dynamics NAV customisation required and delivered a solution to exact specifications. This has increased reliability and reduced ongoing service costs.

Jeremy said, "The DXC Eclipse project team are highly skilled professionals. I had direct contact with six DXC Eclipse team members and it made for a great working relationship. The project team was transparent and communicated project milestones and issues regularly.

"I was impressed with the project team's commitment and DXC Eclipse's personalised approach, it was not a one-solution-fits-all strategy. DXC Eclipse wanted to deliver the best solution possible and only personnel with expert knowledge were involved throughout the whole project."

Outcome & Benefits

DXC Eclipse delivered a solution that used standard Microsoft Dynamics NAV functionality customised for AGR Australia's requirements. The new application featured improved data tracking capability through an improved schedule of values and cost codes so invoices can be efficiently coded and routed for the appropriate approvals and payment.

"The new software uses our Australian database, making it easier to attribute and track expenses for specific clients. Importantly, DXC Eclipse's solution has resulted in immediate cost savings. Their exceptional Microsoft Dynamics NAV knowledge identified project management functionality that replaced our reliance on a third party vendor solution.

"The project team avoided all the perceived risks during implementation and since go-live, we have not used the services of DXC Eclipse's support desk. DXC Eclipse's flexibility and ongoing engagement with our business ensured the successful delivery of the project on time and within budget," said Jeremy.

Why DXC Eclipse?

DXC Eclipse, a practice within DXC Technology, helps enterprise and mid-market companies accelerate digital transformation, solve business challenges and deliver intelligent solutions that make a difference for clients, employees and partners. We believe in delivering expertise, project transparency and excellent customer service in every engagement.

With team members in North America, EMEA, Asia and APAC, DXC Eclipse is uniquely positioned to deliver Microsoft Dynamics 365, ERP, CRM, business process, analytics and collaboration solutions to clients across the globe. The largest independent Microsoft Dynamics partner in the world, DXC Eclipse serves more than 4,000 clients across multiple industries. The practice delivers services and solutions that positively impact our world today and into the future.

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 recognised among the best corporate citizens globally. For more information, visit **www.dxc.technology.**