

Case Study

Leading Multinational Tea Manufacturer

Business Process Transformation Powered by Microsoft Dynamics 365 Business Central

Beverages

systems

About Client

The client is a multinational beverages company specializing in tea production, distribution, and sales. Their headquarters are in Japan, and group subsidiaries are based in Indonesia, Australia, the US and China. The company was among the highest-ranking Japanese companies featured on Fortune Magazine's list of "50 Companies That Are Changing The World" in recognition of its significant progress in sustainable, scalable approaches to address social problems. The client sells its products through its eCommerce presence as well as multiple retail stores.

The Challenge

- As the client's customer base and business grew, their legacy ERP system built on outdated technology hindered it to reach its full potential.
- Purchase, logistics, and fulfillment processes were performed separately in multiple, disparate systems.
- COGS/inventory valuation was a tedious process because of lack of integration between the company's own warehouses and 3PL providers.
- As data was stored in multiple siloes, the legacy ERP system delivered inaccurate inventory visibility.
- Monthly data reconciliation and entry had to be performed manually, making the process cumbersome and error-prone.
- In the absence of any unified EDI platform, customers' EDI orders were manually keyed in and processed in various systems.
- The client's eCommerce presence was being run as a separate business and was always out of sync for items, inventory, and prices.
- For one of their flagship brands, there was no integration between retail operations and ERP back-office.

Our Solution

To modernize their complete business processes, we brought together robust capabilities of Microsoft's Cloud and ERP technology ecosystem and Partner Communication – our proprietary EDI connectivity platform.

Unified Business Processes

- Microsoft Dynamics 365 Business Central equipped the client with a single, end-to-end cloud platform completely integrated with customers, vendors, and B2B partners.
- Business processes were streamlined and unified under a single solution, and enabled the employees to work faster and smarter.
- Financials, sales, services, and operations-related processes were all managed with one solution.
- Seamless data sharing data across every line of business enabled centralization of sales, accounting, purchasing, logistics, inventory, and customer data to uncover complete business view for the client.

Enhanced Decision Making and Productivity

- Microsoft Power BI implementation allowed the creation of customized and compelling analytical dashboards which helped make them smarter, insights-driven business decisions.
- Microsoft Power Automate allowed for automation of repetitive, time-consuming yet important tasks to increase operational efficiency and productivity.

Ecommerce Synchronization

- By integrating their eCommerce platform with Dynamics 365 Business Central, the client was able to achieve full synchronization of item, inventory, and pricing data.
- Instant availability of all the newly created online records such as customer orders was ensured in the ERP.

Seamless B2B Partner Connectivity

- With our proprietary EDI platform Partner Communication, we enabled centralized digital collaboration across the client's partner network.
- Onboarding for all EDI and non-EDI B2B partners was simplified, thanks to its business rule-based transactions.
- Seamless integration with Dynamics 365 enabled efficient, automated data exchange while keeping maintenance and operational costs at a minimum.

Technologies



Microsoft Dynamics 365 Business Central



Microsoft Azure



Power Automate



Power BI



Partner Communication by Systems Limited

Results

- Complete supply chain operations visibility through a unified platform and connected ecosystem
- Standardized business processes to help streamline operations
- Information accuracy because of deeply integrated systems
- Accurate, near-real time inventory with 3PL integration
- Simplified and faster month-end closing process
- Better reporting and financial consolidation with optimized and streamlined chart of accounts using financial dimensions

About Systems Limited

Founded in 1977, Systems Limited is a leading global technology and business process outsourcing service provider, delivering innovative business solutions and technology-led BPO services. With over 5,000 employees globally, Systems Limited helps its customers around the world maximize their IT investments and creates specialized solutions that drive business results. These solutions leverage deep technical skills, domain expertise, products, frameworks, accelerators, and industry best practices that offer customers substantial competitive advantage.

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