



Dynamics 365 Expertise

Join Hands With A Premier
Dynamics 365 Partner With
Solutions Partner Designations
And Proven Commitment To
Customer Success



About CloudFronts

CloudFronts is a premier Microsoft Solutions Partner helping Teams & Organizations worldwide solve their Complex Business Challenges with Microsoft Cloud. Our head office and robust delivery center are based out of Mumbai, India, and branch offices in Singapore & U.S.



Microsoft
Solutions
Partner



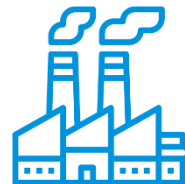
100% Focused on
Microsoft Cloud



10+ years,
100+ Successful
Implementations



Projects across
the U.S., Europe,
Asia & Australia



Sectors: Professional
Services, Financial Services,
Manufacturing, Retail,
Nonprofit



Seamless Project
Delivery
Methodology

Microsoft Recognition

 **Microsoft**
Solutions Partner
Business Applications

 **Microsoft**
Solutions Partner

Infrastructure
Azure

 **Microsoft**
Solutions Partner

Data & AI
Azure




 **Microsoft**
Solutions Partner

Digital & App Innovation
Azure

Dynamics 365 Powered Customer Success



Island retailer uses data to stand out among a sea of competitors with Dynamics 365 ERP & Power BI

 CHALLENGE	 SOLUTION	 IMPACT
<ul style="list-style-type: none"> ▶ Lack of robust automated sales and customer information management processes led to siloed data making it difficult to gain insights for making data-driven decisions. ▶ Lack of integrated retail operations processes making it difficult to handle multi-location stores, frequently move stocks, manage pricing changes, manage discount offers on products, & more. ▶ Lack of robust platform to manage & track the acquisition and development of its employees. ▶ Lack of integrated POS System leading to friction in sales transactions. ▶ Hefty commissions to their eCommerce payment gateway, PayPal. ▶ Huge revenue loss due to lack of analytics of KPIs and customer data based on segment, store and product. 	<ul style="list-style-type: none"> ▶ D365 Sales enabled them to create a single system of truth & streamline their entire sales pipeline. ▶ D365 F&O unified & automated their finances to gain essential insights and maximize financial visibility & performance. ▶ D365 Commerce enabled them to leverage retail-specific ERP capabilities like seamless management of content, assets, promotions, inventory, and pricing across channels in their chain of stores. ▶ Zoho HRMS enabled them to integrate core and strategic HR functions into one single solution. ▶ Power BI enabled them to analyze, gain actionable insights & leverage store level, brand level, and SKU level data to make data-driven decisions. ▶ Migrated from the existing AX 2012 R3 platform to D365 F&O & Retail on the Microsoft cloud to increase operational efficiency to the highest level. ▶ D365 Sales, Customer Service & Field Service enabled them with Cloud POS (CPOS) & Modern POS (MPOS) making sales transactions faster & easier. ▶ Bank of Maldives (BML) payment gateway replaced PayPal, further eliminating the need for commissions to PayPal. 	<ul style="list-style-type: none"> ▶ Streamlined customer management strategy – lead generation & pipeline management to account management and reporting. ▶ Real-Time and Deep Insights through Power BI. ▶ Seamless Integration ▶ Highly Available Retail Systems ▶ Safe and Secure Platforms ▶ 100% elimination of complex manual processes and errors. ▶ 30% reduction in operational costs due to enhanced financial visibility and better inventory management. ▶ 23.5% increase in profits.

CUSTOMER
Sonee Group

INDUSTRY
Retail

SIZE
201-500 employees

COUNTRY
Maldives

PRODUCTS AND SERVICES
Dynamics 365 Finance & Operations
Dynamics 365 Commerce
Dynamics 365 Sales
Power BI
Zoho HRMS
Shopify Integration
Local Bank Payment Gateway
Azure Hosting

[Read the full story →](#)

“Officially we are live now. Microsoft Dynamics 365 helping us optimize our operations, engage customers and empower our employees. A good partner is the key”

— Maumoon Abdullah, General Manager, Sonee Sports



Allied Insurance streamlines financial processes & enhances visibility with a cloud-based, integrated & unified ERP

CHALLENGE

- ▶ **Managing multiple legal entities with their own product offerings:** They were facing challenges in managing its four legal entities, each with its own set of product offerings. As the customer base was rapidly expanding, it became increasingly difficult to manage the business on a legacy ERP like AccTrack21.
- ▶ **Lack of accurate reporting capabilities and automation:** Their current legacy ERP system was unable to provide accurate reporting capabilities and automation, which is becoming a hindrance in managing the growing customer base. This is resulting in an increased need for manual intervention, which is time-consuming and prone to errors.
- ▶ **Need for better systems to increase transparency:** As a state-owned corporation, they were determined to deploy better systems to increase transparency among the public. The current legacy ERP system was not equipped to provide the required level of transparency, and hence there was a need to explore newer and better systems.

SOLUTION

- ▶ **Migration to Dynamics 365 Finance:** CloudFronts migrated the client to Dynamics 365 Finance, a cloud-based ERP that offers seamless financial management, planning, and analysis capabilities beyond just accounting software.
- ▶ **Integration with ARIMA insurance software:** ARIMA insurance software enhanced the client experience in terms of office portals and mobile solutions catering to the needs of clients, agents, and sales distribution. Our ERP team integrated the ARIMA solution with Dynamics 365 Finance for a more streamlined experience.
- ▶ **Integration with in-house HR and Payroll platform:** The client had its own customized and built in-house HR and Payroll system, named 'Viyana'. To continue the simplified payroll process and ensure 100% accuracy, Dynamics 365 Finance was integrated with their in-house HR and Payroll platform.
- ▶ **Dynamics 365 Supply Chain Management:** Our team configured Dynamics 365 Supply Chain Management to manage their procurement and sourcing capabilities, from identifying products/services, receipt and invoicing, to processing payments with vendors.

IMPACT

- ▶ Dynamics 365 Finance enables easy scaling up and down to drive operational performance at a higher pace.
- ▶ Advanced automation, deep functionalities, and in-depth reporting capabilities eliminate financial reporting errors and provide access to holistic financial analytics, maximizing financial visibility and profitability.
- ▶ Integration with Microsoft Outlook enhances business interactions with customers and vendors, enabling effortless collaboration.
- ▶ Dynamics 365 SCM allows the procurement team to perform the complete 'procure-to-purchase' process seamlessly.
- ▶ Smooth integration with third-party payroll and CRM platforms provides enhanced capabilities to Allied Insurance.
- ▶ Microsoft cloud-based Dynamics 365 Finance ensures 100% data security against cyber-attacks.

CUSTOMER
Allied Insurance

INDUSTRY
Insurance

SIZE
201-500 employees

COUNTRY
Maldives

PRODUCTS AND SERVICES

Dynamics 365 Finance
Dynamics 365 SCM
ARIMA Insurance
Viyana – In house HR & Payroll
Power BI
Azure Hosting

[Read the full story →](#)

“CloudFronts team was quick, responsive, and harmonious. They collaborated with our accounting and IT team to implement Dynamics 365 Finance and ensured special focus on the training program for us to get familiar and accustomed to the new system.”

— Husham Abdul Shakoor, Assistant Manager, Accounts & Finance, Allied Insurance



Tinius Olsen
drives efficient
business
operations,
stimulates
growth &
achieves
organizational
agility with
Dynamics 365

CHALLENGE

- ▶ Lack of coordination among its global field service teams across the U.S. and UK.
- ▶ A shortfall of modern features & functionalities in Dynamics AX 2012.
- ▶ Lack of data Integration between D365 F&O and CRM applications.
- ▶ Need for a robust business intelligence platform to manage & track KPIs and analytics for making informed decisions.
- ▶ Absence of security and business continuity process in case of disasters.

SOLUTION

- ▶ Dynamics 365 Field service was deployed with functionalities like workflow automation, scheduling capabilities and mobility enabling their field service team to manage maintenance services over the lifetime of the machines.
- ▶ Dynamics 365 F&O replaced their legacy platform and connected its processes and departments, including procurement, sales, logistics, productions, projects, financial, service and business administration in the cloud.
- ▶ Data Integration between CRM & ERP system for seamless data flow.
- ▶ Power BI integrated with D365 F&O to analyze & visualize the data related to customer billing, inventory, finance and operations etc.

IMPACT

- ▶ Modern features in D365 F&O increased organizational efficiency by **40%**
- ▶ Guaranteed **99.9%** uptime in case of service outages and disasters.
- ▶ **60%** increase in the decisions due to the enhanced visibility across the core operations.
- ▶ Hassle-free workflow and coordination among the finance, accounting, CRM and operations teams due to the integration of the exchangeable data.
- ▶ **30%** improvement in productivity of the Field services teams across the U.S and U.K.

CUSTOMER
Tinius Olsen

INDUSTRY
Manufacturing

SIZE
51-200 employees

COUNTRY
US

PRODUCTS AND SERVICES
Dynamics 365 Finance & Operations
Dynamics 365 Field Service
Power BI
TIBCO Cloud Integration
Azure Hosting

[Read the full story →](#)

“Tinius Olsen and CloudFronts worked together on implementing an integrated AX 2012 R3 on Azure, CRM Online and Field Service solution and Power BI analytics for our global operations. CloudFronts’ technical and functional depth across the Microsoft Dynamics platform and round the clock post go-live support ensured a successful Go Live for this mission-critical implementation”

— David Wheeler, VP, Operations, Tinius Olsen



Invoke streamlines Sales to Billing Process & drives professional services excellence with Dynamics 365

CHALLENGE

- ▶ The current version of D365 PSA was not designed to handle their expanding Customer Relationship Management demands and Business Intelligence requirements efficiently.
- ▶ Dynamics 365 Sales application lacked essential sales-oriented adaptations to consolidate and simplify their sales workflow.
- ▶ The use of separate systems for Accounting (QuickBooks) and Operations (D365 Sales) resulted in compromised data integrity.

SOLUTION

- ▶ Revamped the Sales to Billing procedure for their D365 PSA (now Project Operations) setup, streamlining the entire process.
- ▶ Customized D365 to optimize their workflows and deliver comprehensive reports that provide detailed insights into their projects and billing.
- ▶ Introduced customizations on top of the OOB PSA to execute Allocation Reports, Billing Reports, AR Reports in Power BI, and customize Project and Time Entry, Pay Run and Commission, Commission reports, and other functions.
- ▶ Established a bi-directional integration between QuickBooks and D365, enabling synchronization of Invoices and Accounts/Customers.
- ▶ Automated the Sales to Billing process and implemented automatic notifications for key stakeholders.
- ▶ Developed a Sales Canvas App for initial scoping.

IMPACT

- ▶ The bi-directional integration of QuickBooks and D365 allowed them to access accounting data from within D365, resulting in a smoother process and enabling the Sales Team to make informed decisions.
- ▶ Customizations, enhancements, and modifications made to their Project Operations tool, specifically for sales purposes, led to the optimization of their entire sales process and improved organizational productivity.
- ▶ Power BI reports such as Allocation Reports, Billing Reports, Commission Reports, and AR Reports provided them with the ability to analyze and visualize their data, gaining actionable insights for a data-driven strategy.

CUSTOMER

Invoke

INDUSTRY

Professional Services

SIZE

11-50 employees

COUNTRY

US

PRODUCTS AND SERVICES
















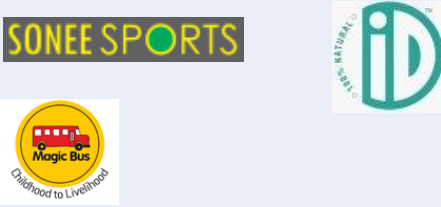
Dynamics 365 Project Operations
Power BI
Azure

[Read the full story →](#)

“The CloudFronts team goes over and beyond when it comes to their work. They make themselves available when we need them and quickly and precisely execute on the action items set out before them. They pay great attention to detail and do not disappoint on their deliveries.”

— Ryan Durbin, Director of Operations, Invoke

Our Customers (By Technology)

	North America	Europe	Australia	Asia
Dynamics CRM				
Dynamics ERP (F&O and BC)				
Microsoft 365				
Power BI & Integrations				

Our Customers (By Industry)

<p>Retail/ Wholesale</p>	     
<p>IT/Professional Services</p>	      
<p>Manufacturing/ Logistics</p>	      
<p>Financial Services</p>	    
<p>Non-Profit</p>	   

Customer Digital Transformation



Power BI



Power Apps



Power Automate

See our Digital Transformation Stories covered by Microsoft



[Click here >>](#)



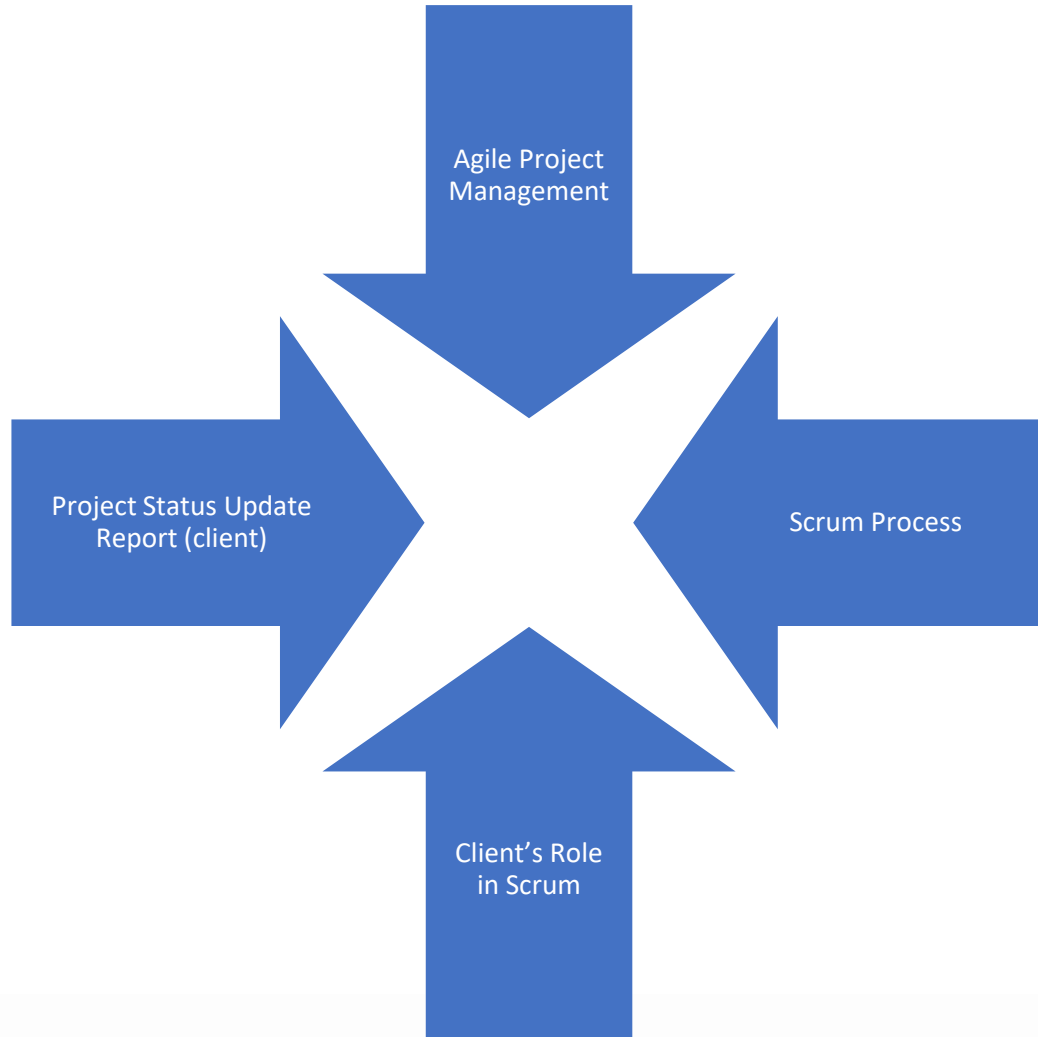
[Click here >>](#)



Childhood to Livelihood

[Click here >>](#)

Project Methodology



We believe Customer Success begins with a Proven and **Transparent** Project Delivery Methodology.

[See how we deliver your project >>](#)



Business Empowering Solutions Team

CloudFronts has a Single Collaborative Team to Solve your Complex Business Challenges using Microsoft Cloud

[See our team on LinkedIn >>](#)

Our Internal Systems



Dynamics 365 & Power Platform are the backbone of CloudFronts. As they say, we practice what we preach!

[Read more >>](#)

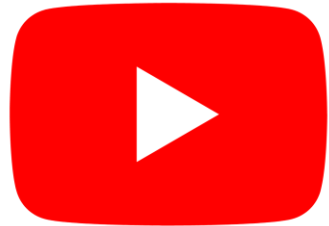
Connect With Us



cloudfronts.com



[@cloudfronts](https://www.linkedin.com/company/cloudfronts)



[@cloudfronts](https://www.youtube.com/channel/UC...)



info@cloudfronts.com



Empowering Teams & Organizations by Solving
Complex Business Challenges with Microsoft Cloud