

Columbus by the numbers



8,600

Business applications implementations



28 years

of business



45

countries with clients running our business applications & services



1,700,000

hours of consultancy every year



50+

award winning solutions



4,200

Customers world-wide



2,000

employees across 18 countries



1.8bn

DKK Market Cap in 2017



24/7

global support

Presence across 18 countries

Global reach with local presence in:

Denmark	Russia
Sweden	Spain
Norway	Poland
United Kingdom	Latvia
USA	Lithuania
Germany	Estonia
Switzerland	Chile
Czech Republic	China
The Netherlands	India



2,500 employees world-wide

Strategic partnership with Microsoft

- 5X Microsoft Global Partner of the Year
- 2X Microsoft Dynamics ISV Partner of the Year
- 3X Microsoft Global ERP Partner of the Year
- 1X Services Partner of the Year – Western Europe



Gold Customer Relationship Management
Gold Enterprise Resource Planning
Gold Cloud Platform
Gold Data Analytics

2016/2017 Microsoft Dynamics
Services Partner of the Year

Western Europe

2017/2018
INNER CIRCLE
for Microsoft Dynamics

Microsoft Dynamics
Global Partner
of the Year

ERP

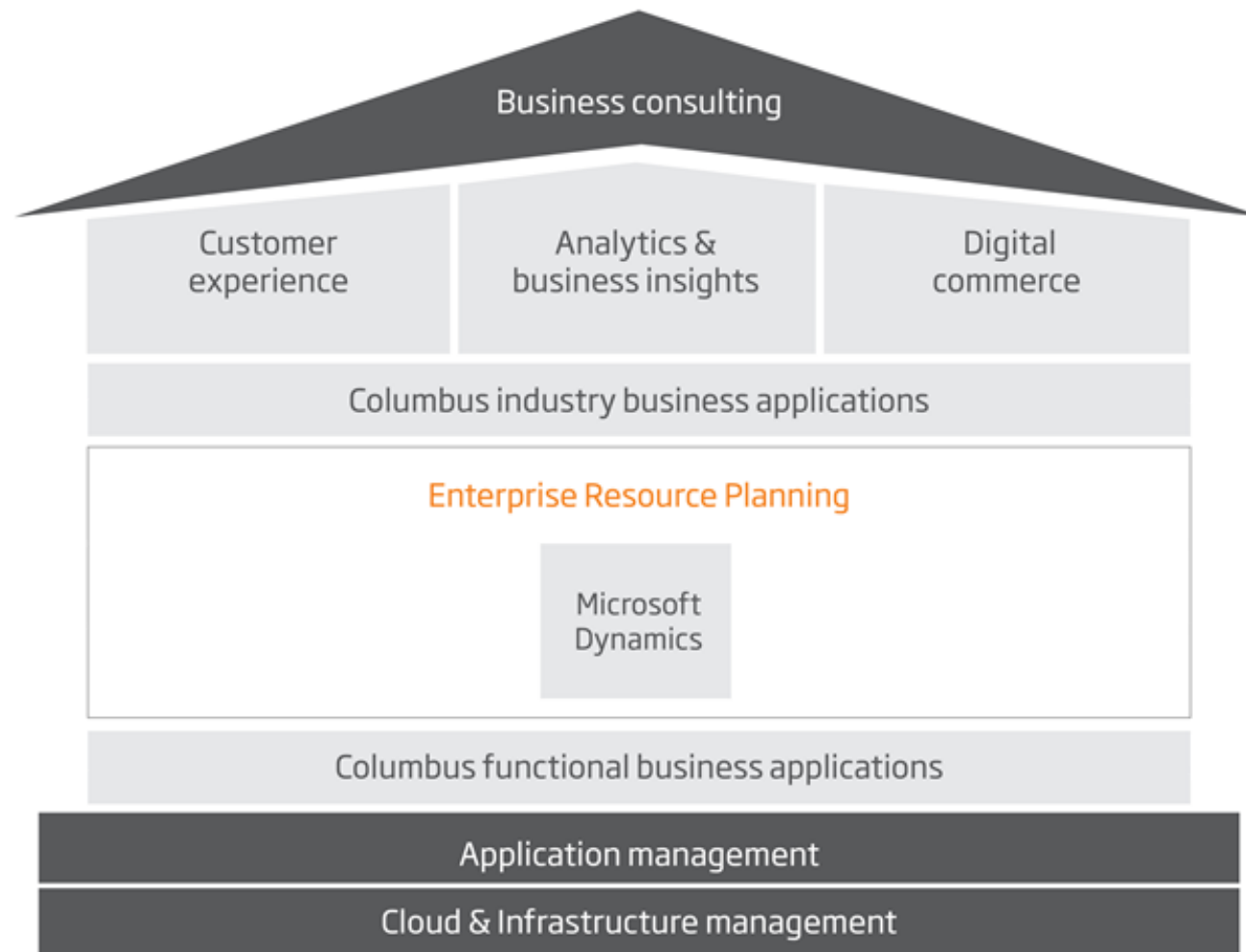
Microsoft Dynamics
Global Partner
of the Year

ISV

Dynamics Partner of
the year (UK)
2016 **WINNER**

Microsoft Partner of the Year
2016 Winner
Enterprise Resource Planning (ERP)
Award

Our offerings



3 Customer Wins – D365 Customer Service



- Orangebox
- UK
- November 2019
- Contact:
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- Greg Rowe
- UK
- August 2019
- Contact:
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- Howard de Walden Estate
- UK
- Sep 2019
- Contact:
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orangebox Connected Service

orangebox

Who	Orangebox is a leading UK furniture manufacturer designing innovative solutions for today's ever-evolving workplace
Challenge	<ul style="list-style-type: none">• Disparate systems, Data silos, Inefficient working practices• Cross function visibility lacking including sales pipeline• Inconsistent Customer service, no 'one view' of the Customer
Solution	<ul style="list-style-type: none">• Sales, Portal, Service, Field Service, Portal for Agents, Power BI• Auto Work Orders from Sales Order• Load Planning, Vehicle Tracking
Outcome	<ul style="list-style-type: none">• Can see the position for each customer in near real time• Automated load planning,• Mobilised field delivery and installation users



Greg Rowe

Dark to cloud



Who	GREG ROWE LIMITED is a designer and manufacturer of award-winning kitchen taps. Its 4-in-1 kitchen tap was the first to dispense hot and cold flows of water, filtered 100°C boiling water, and filtered drinking water.
Challenge	<ul style="list-style-type: none">• Rapid expansion demanded efficiency to collect, store and manage lots of customer data in order to maintain the highest possible service levels.• The fragmented legacy systems made this a labour intensive and therefore a costly and inefficient process
Solution	<ul style="list-style-type: none">• Microsoft Dynamics CRM• Upgrade from NAV to Dynamics 365 Business Central
Outcome	<ul style="list-style-type: none">• Full control, from the CRM level through to the recording of information into transactions at ERP level, joining up the whole circle



Howard de Walden

Visibility, control and compliance



Who	The Howard de Walden Estate is a property estate in Marylebone, London, owned by the Howard de Walden family. As of 2019 the estate was estimated to be worth £4.6 billion.
Challenge	<ul style="list-style-type: none">• Enquiry/Lead management and centralised contact database• Project tracking, associated data and documentation• Insight into asset-level issues to improve repair/replace decisions
Solution	<ul style="list-style-type: none">• D365 for Sales, Service, Field Service• Portal, Docusign
Outcome	<ul style="list-style-type: none">• An open, combined view CRM & FM platform that will interface with other packages• A solution meeting current & future regulatory compliance• Can manage content, business processes, and governance





Columbus Global CE Agile Methodology

2019

Agenda for today

- Overview of Agile
- Roles Involved
- Sprint Breakdown for Service
- Timeline View
- Deliverables and Milestones
- Assumptions and Guidelines



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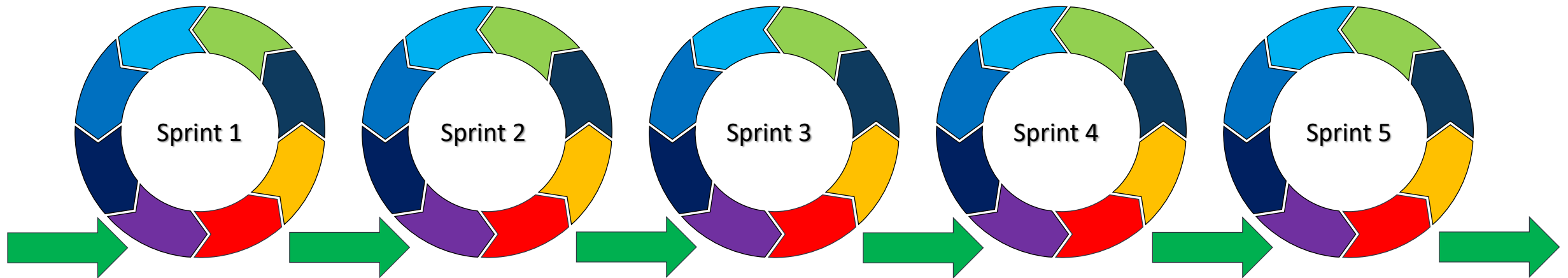


Overview of Agile



- Sprints are typically 1 to 2 weeks duration
- Requires a lot of real engagement from the client – much more than waterfall
- Learning and Sprints mean hands-on is much quicker
- No education or large testing required at the end.
- Different milestone points and documentation
- Shared effort on System Design

Overview of Agile



- Sprints normally run serially
- Organised and led by the Scrum-Master
- Involves BDMs from the client – each sprint can involve different BDMs
- Typically includes a core from client that forms the “champions” for the new solution

Overview of Agile

- Each sprint will consist of joint workshops to do the following:
 - Walk you through the “out of the box” system to show you how to use it
 - Capture and document fits and gaps to how you would like to work
 - Share this documentation with you
 - You will be given access to the out of the box system for hands on experience as part of your self learning
 - We will have an open call for 1 hour at the end of each day to answer questions and provide support
 - Columbus will build the system to fill the gaps
 - Walk you through the configured area and the sprint will be closed
 - You will be given access to the configured area for hands on experience and self learning

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- Sprint Breakdown for Sales and Service
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Roles Involved

- **Owner:** The client's overall owner for the new project.
- **Scrum-Master/PM:** outlines the entire project and guides the agile team.
- **Team Members:** The team members are the backbone of the project, and come from the client and Columbus Global:
 - BDMs: Functional experts on the “as-is” and “to-be” requirements.
 - Product Leads: Product leads work with you to collect your needs and requirements
 - Technical Leads: Build out your requirements
 - Architect: Ensures your overall architecture is correct, including integrations.

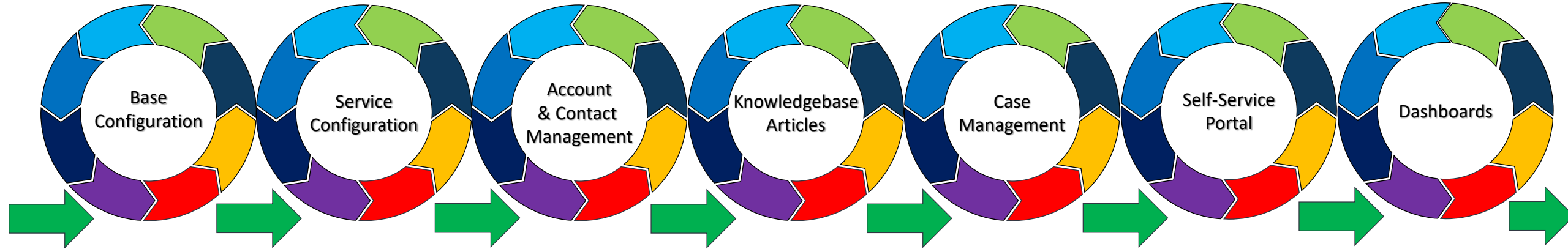


Agenda for today

- Overview of Agile
- Roles Involved
- **Sprint Breakdown for Service**
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Sprint Overview for Core Service



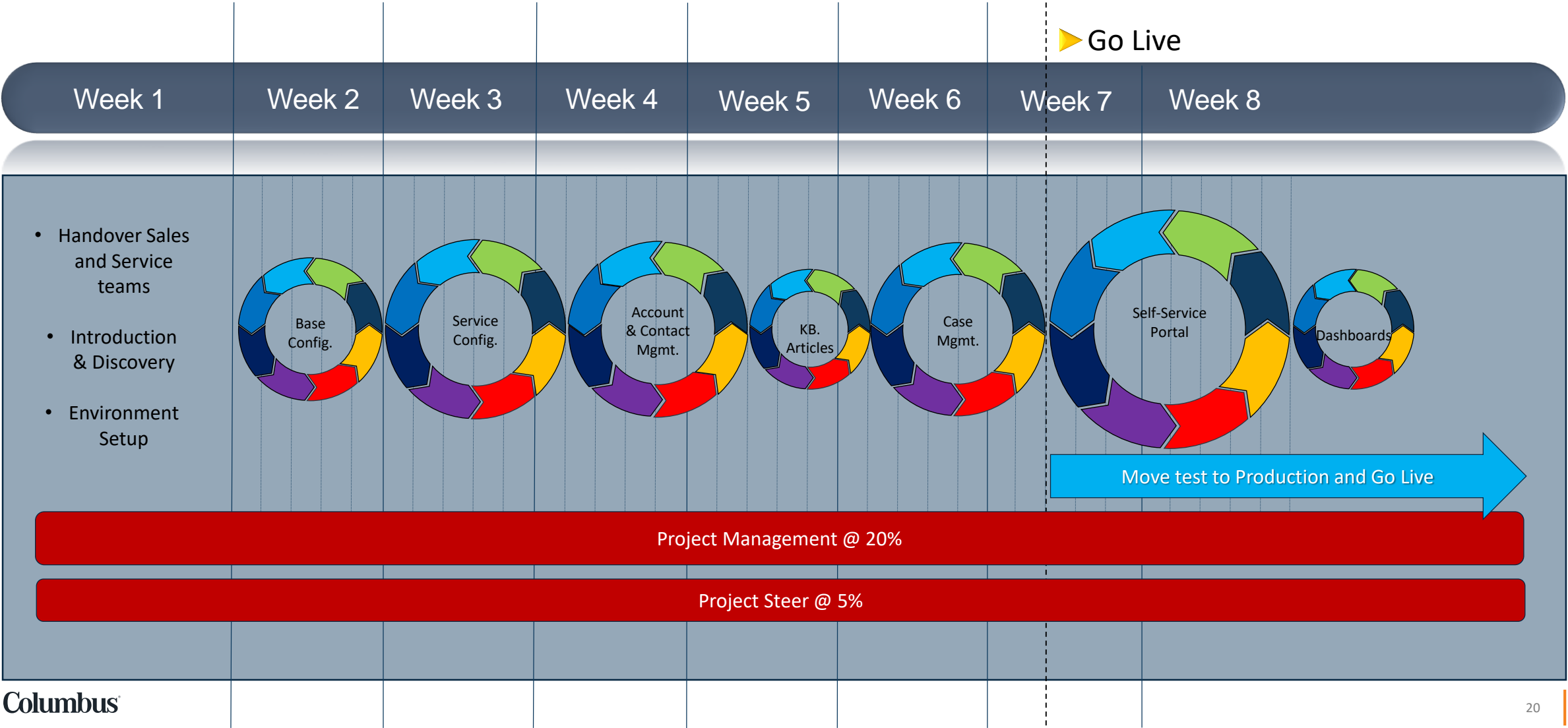
Mandatory	Mandatory	Mandatory	Optional	Mandatory	Optional	Mandatory
5 days	6 days	7 days	4 days	6 days	8 days	4 days
Introduction and Discovery				3 days		
Move Test to Production and Go Live				3 days		
Project Management @ 20%				9 days		
Steer @ 5%				2 days		
Total				57 days		

Agenda for today

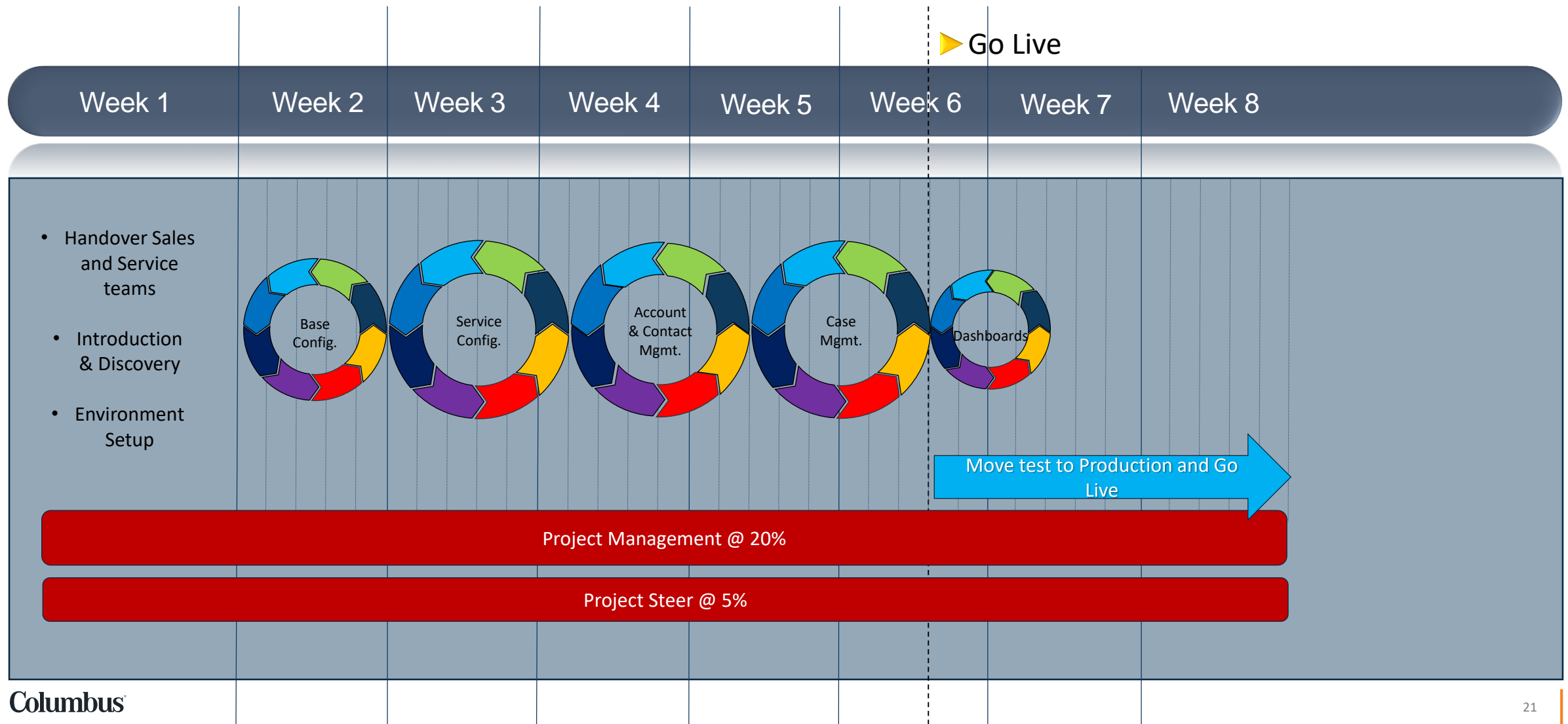
- Overview of Agile
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Timeline – Core Service



Timeline – Core Service without Portal & KB Articles



Agenda for today

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- Timeline View
- **Deliverables and Milestones**
- Assumptions and Guidelines



Deliverables and Milestones

- At start of project
 - Project Kickoff
 - Document and Signoff “Key Objectives Document”
- For each sprint:
 - Milestone 1 – Signoff of Shared Findings Agreement
 - Milestone 2 - Completion of Team Playback – Sprint Sign-off
- At end of project
 - Review, amend, and Signoff “Key Objectives Document”



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Assumptions and guidelines

- A small number of “Key” users will be involved in a sprint
- The weeks sprint will require significant commitment from each individual
- No formal training is included in addition to the hands on agile approach
- Assumes UAT is part of the hands on agile approach
- You will need to import or key in any data for go-live
- The project is agile but fast paced and very much hands on so you will need to make quick decisions.
- No additional reporting
- You will need to roll out training to your colleagues

