



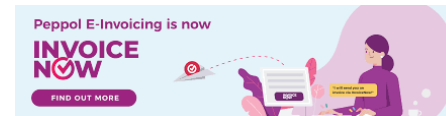
Introduction to  
**ILLUM (9) PTE LTD**  
**ILLUM SOLUTIONS SDN BHD**

# VISION |

To Enable and  
Empower Winners in  
Digital Transformation  
through the Microsoft  
Ecosystem



**SG:D | SMEs GO DIGITAL**  
PRE-APPROVED



**Microsoft**  
Tier-1 Cloud Solutions Provider

**Microsoft**  
GOLD CERTIFIED  
Partner



# TRACK RECORD



WE HAVE  
**20+ CONSULTANTS IN 2 OFFICES**

**80+ YEARS**  
COMBINED  
EXPERIENCE



WE HAVE HELPED  
**100+ CUSTOMERS**

**1500+ USERS**

**6 COUNTRIES**

## 1 FIRST CLASS IMPLEMENTATION SUPPORT

- A dedicated team assigned once project is confirmed. Our implementation process includes:
- System study to discover the gap between solution and customer operation processes
- Setup and configuration
- Training
- User acceptance test
- Handholding support till live

## 2 COMPREHENSIVE SUPPORT

- Dedicated support hotline for every Customer
- Response Time – Immediate / within 4 hrs
- Weekly monitoring of phone calls & tickets by Team Leader's
- Calls / Tickets not responded within 8hrs will be escalated to Team Leader
- Monthly monitoring by Technical Director

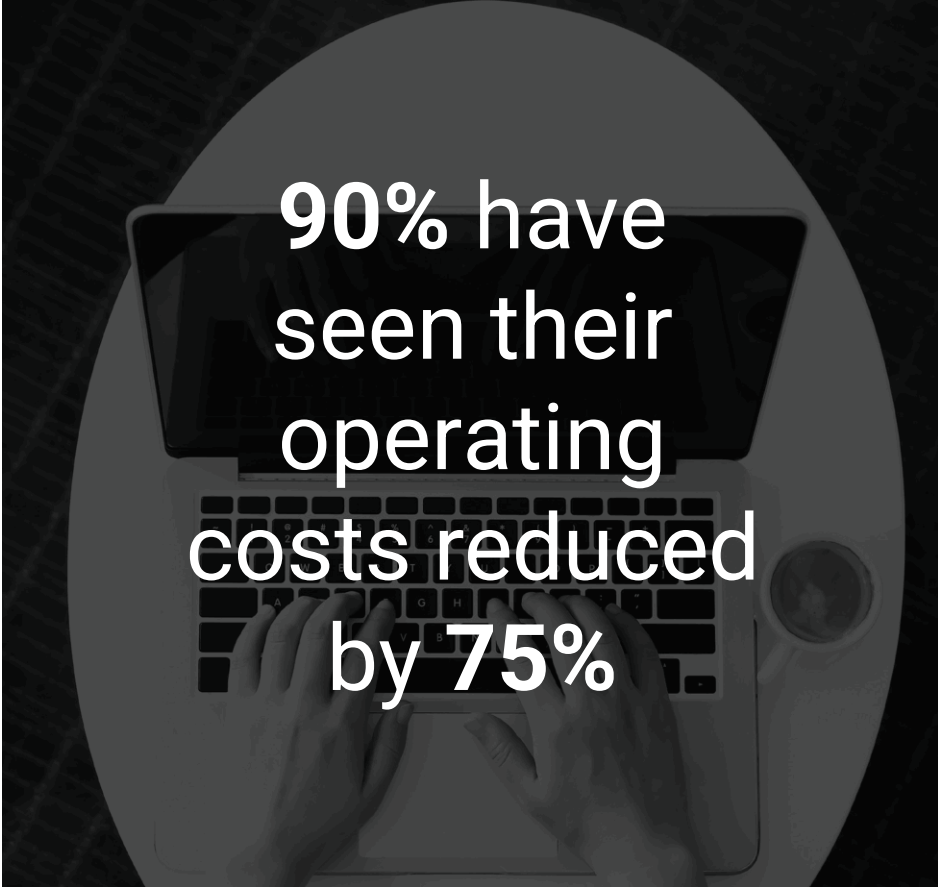
# Some of our customers






# CUSTOMER BENEFITS

Our customers report that after the digital transformation exercise



**90%** have  
seen their  
operating  
costs reduced  
by **75%**



**85%** have  
reported higher  
customer  
satisfaction and  
**35% increase**  
revenue



**90%** have  
reduced their  
financial  
closing  
turnaround time  
by **80%**



## Singapore tissue paper supplier gains deeper business insights and analysis through data integration

1

### CHALLENGES

- Upgrade the business's legacy siloed system to a future-proof digital solution
- Deploy a single end-to-end solution to cover every area of the company
- Unlock the insights and analysis needed to discover new improvement opportunities

2

### SOLUTION

- Aligned entire business to one streamlined solution with Microsoft Dynamics 365
- 3 Months implementation
- Gained an end-to-end view of operations and areas for improvement with Business Central

3

### RESULTS

- 60% quicker order-taking time
- 70% quicker picking time
- 60% quicker account closing turnaround time



CUSTOMER  
Sunlight Paper

COUNTR  
Y

CUSTOMER SIZE  
Medium (50-999 employees)

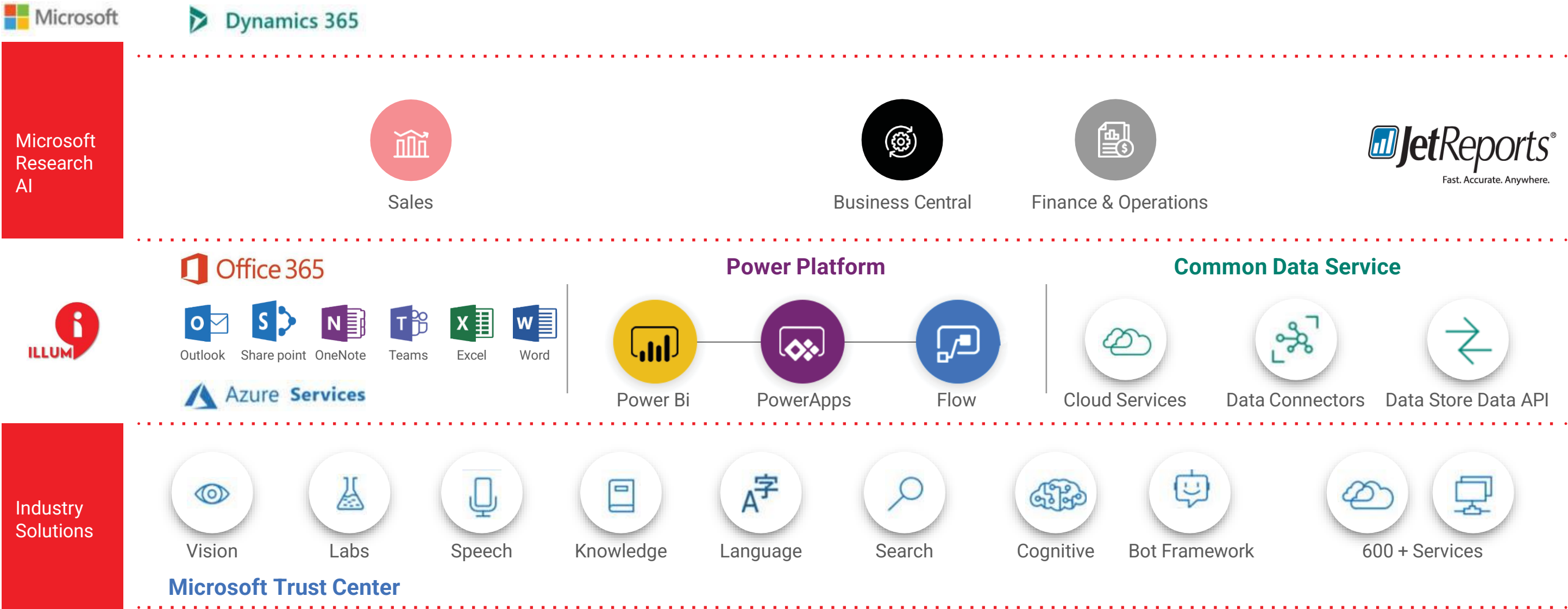
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Y

PRODUCTS AND SERVICES  
Dynamics 365 Business Central

[aka.ms/SunlightPaper](https://aka.ms/SunlightPaper)

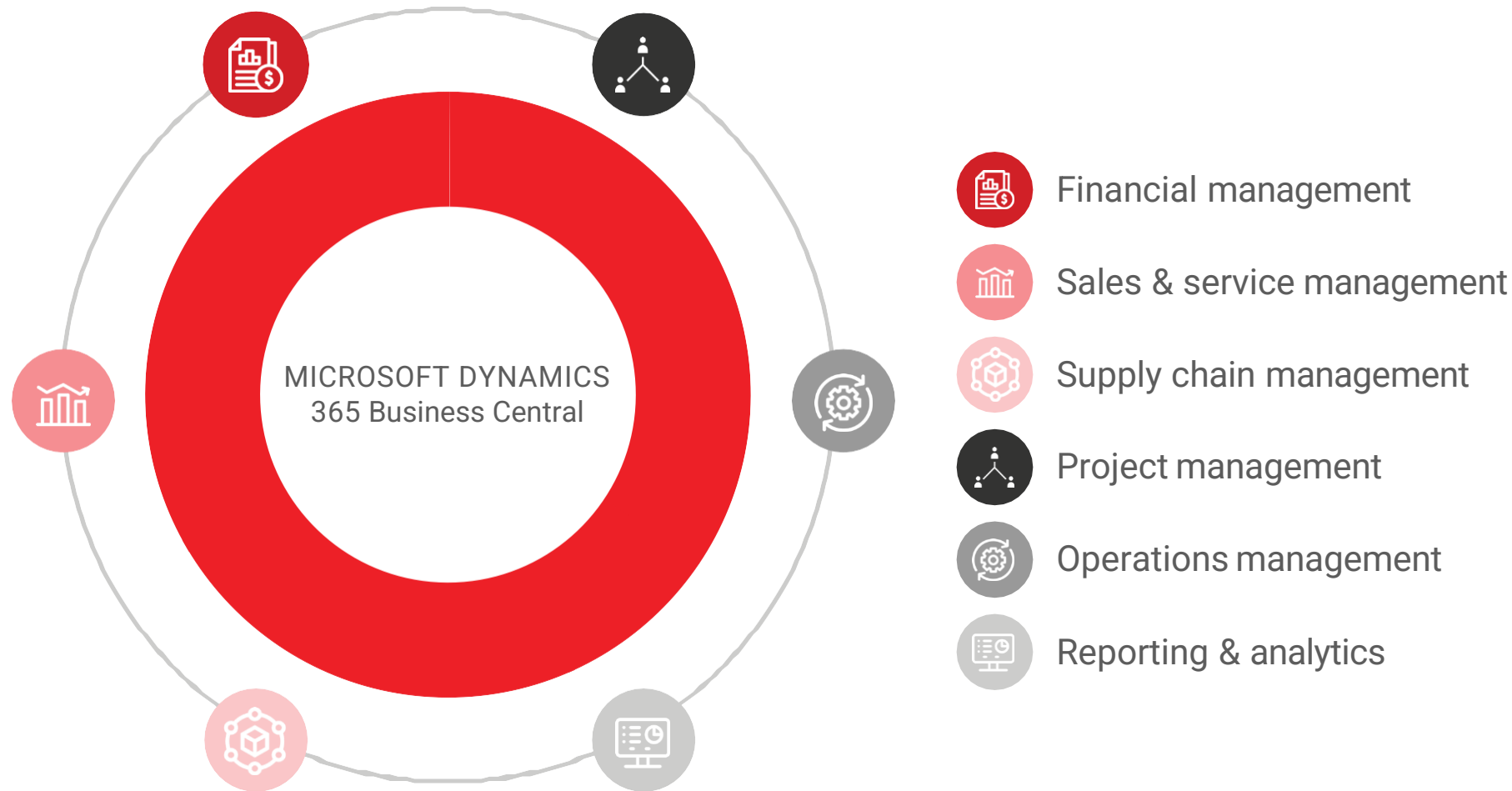
# Solution Offerings |

## Business Applications Solutions Ecosystem





# A Single Comprehensive Solution |



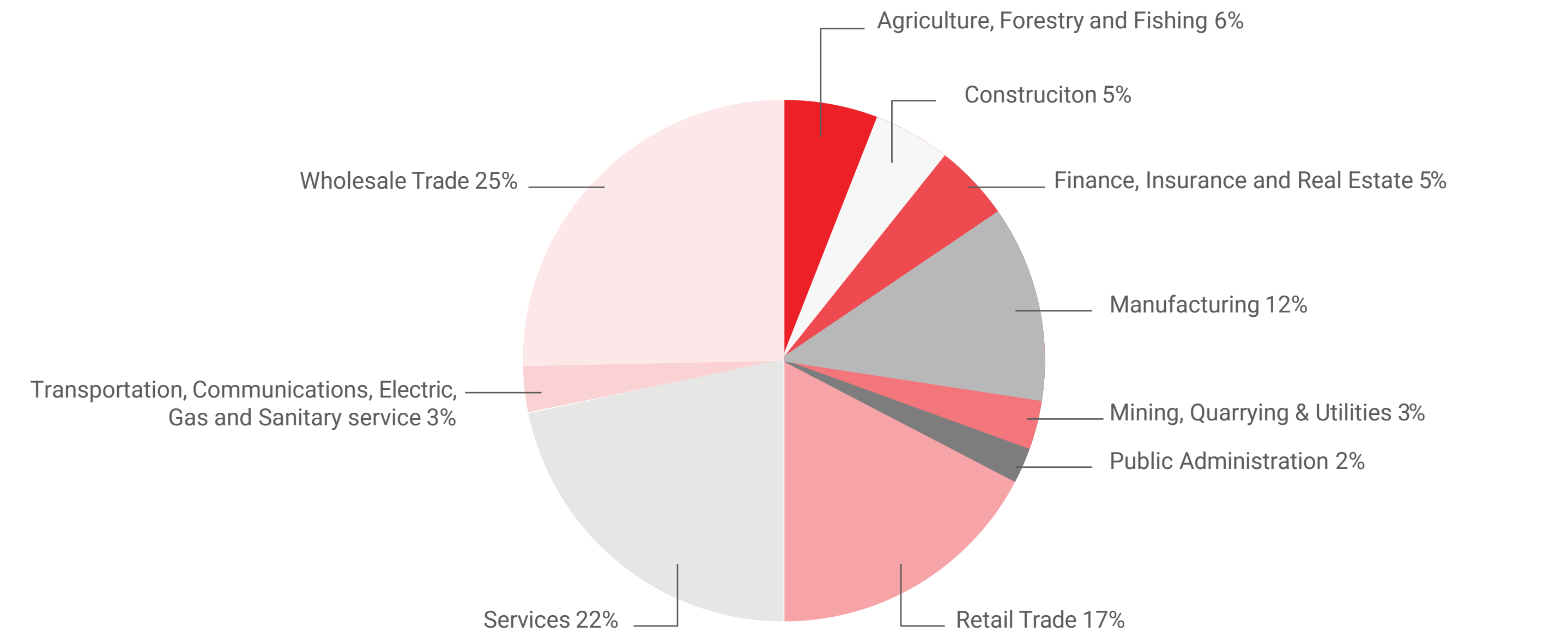
Automatically pull systems and processes together to manage financials, sales, service and operations

Connect with 3rd party applications like payroll, banking, CRM, or industry - specific systems

# Core Capabilities |

	Financial management	Account receivables/ payables	Bank reconciliation	Fixed asset management	Month/year and closing
	Sales & service management	Quote generation	Contact management	Sales invoicing	Payment processing
	Project management	Capacity planning	Budgets and estimates	Job and process costing	Resource management
	Supply chain management	Inventory and purchasing control	Shipment and distribution	Returns and cancellations	Procurement and vendor management
	Operations management	Forecasting	Production planning	Manufacturing capacity	Warehouse management
	Reporting & analytics	Customer insights	Self-serve reports	Interactive dashboards	Built-in intelligence

# Business Central by Industry |





# Comparison |

Capability	Dynamics 365 Business Central	SAP Business One	Oracle
Cost	Lowest cost	Comparatively higher cost	Highest cost amongst the three ERPs
Architecture	Built from ground-up	Built from ground-up	Built by integrating several systems together
Payback period	Shortest	Comparatively Long	Longest
Scalability	Easily scalable	Comparatively easy to scale	Not easily scalable
Audience	Small and Medium sized Businesses	Small and Medium sized Businesses	Medium to large businesses
Ease of use	Exceptionally easy to use; very short learning curve.	Complex GUI; steep learning curve.	Slightly complex UI; long learning curve.
Implementation time	Shortest implementation time.	Comparatively short implementation.	Longest implementation time due to development of custom modules.
Customization	Easy to customize.	Comparatively difficult to customize.	Easy to customize.
Integration	Seamless integration with Microsoft and non-Microsoft products.	Offers only native integration.	Seamless integration with Oracle and non-Oracle products.

Thank You!