

# Implementing a future proof solution to support the growth ambitions of a Utilities services provider

Delivering transformation of operations and back office data, processes and systems with Microsoft Dynamics 365 implementation at its centre

## Client need

- Standardisation and consolidation of legacy data, systems and processes to ensure readiness of the operations and back office functions for the Group's future growth ambitions
- Trusted advisor to support leadership and provide management of the transformation
- Resource to plug gaps in the client's capability in challenging areas of programme control and technical workstreams

## Solution delivered

- Initial review and healthcheck resulting in comprehensive business case development
- Delivery of workstreams across multiple releases, including PMO, Data migration, Reporting, Testing, Cutover, Security and Controls and Business readiness
- Implementation of Microsoft Dynamics 365 for Finance, O2C, P2P, Projects, Inventory Management, Advanced Warehousing, and a custom module for meter installations

## Value unlocked

- Collaborative and standardised ways of working in Finance and Ops teams across 3 UK regions
- Improved MI and data driven decision making through breaking reliance on spreadsheets, cleansed data and automation in reporting
- Efficiency and cost savings through improved stock control and transparency, and automation of inventory management and meter installations activities
- Confidence and control in systems and processes to meet needs of regulatory landscape

