



HSO Project Operations



HSO Customer **Case Study: One Solution**

Industry:

Cross industry

Needs Expressed:

- Remove manual processing
- Improve accurate follow-up on projects
- More efficient planning
- Improve intercompany processes
- Seamless experience across teams and countries

Benefits :

- Sales and Project front-end app
- User-friendly and highly manageable
- Seamless Integration throughout the Project
- Integrated back-office Dynamics 365 Finance

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Projects are still largely managed outside the ERP system of a company, often in different and separate applications rather than integrated. A fully integrated solution would benefit Sales, Project and Finance teams and makes it possible to build dashboards, with the correct information, to monitor the progress of the Projects.

Our Story

We are an international Professional Services company that works with big projects all over the world. We need to be flexible and work under pressure in the most difficult situations, delivering accurate information for our stakeholders and regulation team.

Background.

As an international Professional Services company we need to be able to move quickly in this challenging market where time is essential. We need to be able to quickly deliver correct project related information. The daily follow-up on the progress of projects and corresponding revenue is essential in making the correct decisions. We are lacking efficiency in these areas.

Our teams are working in different applications across different countries which makes it very difficult for consultants that work on global projects.

The time it takes for the consultants

to adapt to each way of working for a new project and/or country is time consuming and wastes money and resources

Situation

We have internal projects that can involve different countries and different legal entities within the company. Currently we have no central finance back-office system or any other central applications for project management, resource management and reporting. The visualisation of the performance within the group and within inter-company projects is very difficult to maintain and usually out of date by the time the consolidated reporting is completed. There is no real-time follow-up of a project.

In this age of fast-moving projects and last-minute decisions it is a real handicap for the business.

The decision to go for one integrated solution was made and HSO Project Operations fitted perfectly.

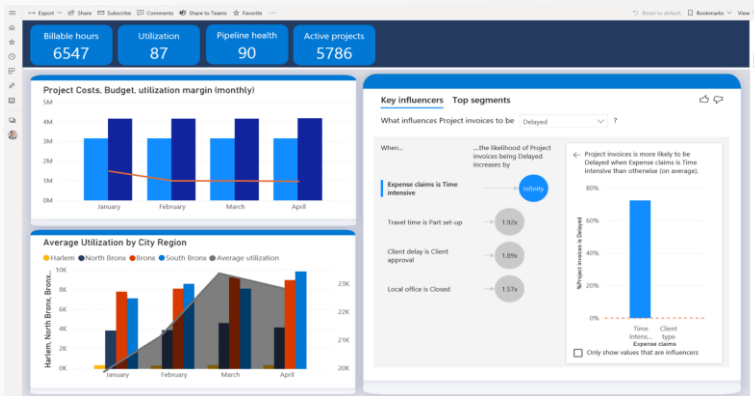


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Solution

Working together with the Customer, HSO was able to determine the application that could best provide the single solution the Customer had in mind. This involves standard Customer Engagement Apps with Project Operations and the out-of-the-box Dual-write Connectors to Dynamics 365 Finance.



The fully integrated Dynamics 365 Human Resources will also be part of the total solution. This will provide resource planning, in Project Operations, for all projects. One central worldwide archive to choose the consultants from, based on skills and availability.

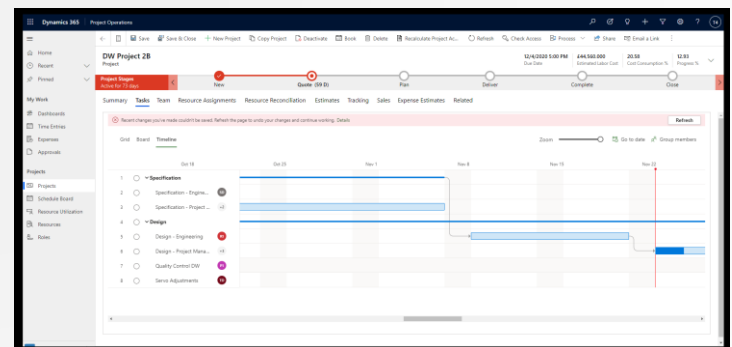
Project planning will be flexible, easy to adjust and accessible for project managers working on ongoing projects in any given country.

Dynamics 365 Finance will be the finance back-office system for all finance-related operations as well as the inter-company set up. It will provide "one solution" across the world for the Customer.

Implementation

The implementation process can be quick, with HSO's Accelerated Finance service, and the set-up and activation of the fully-embedded, out-of-the-box Dual-write integration. This is the integration between the Customer Engagement application that holds the Project Operations front-end, and Dynamics 365 Finance for the finance back-office.

"This is what we have been waiting for in D365"



Solution in Progress

During the UAT of the solution, it became clear what a great advantage it would be for the customer moving forwards. It is fully incorporated with the finance back-office and inter-company set-up.

Engagement with the project team for the rest of the Dynamics 365 implementation project skyrocketed, with users getting excited about how much time they were going to be saving and how the solution felt so modern and automated.

"We love the control it allows our PM team."

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Expected Results

The fully Integrated HSO Project Operations app will provide the Customer with a seamless experience between their Sales, Project Management and Finance departments, speeding up data-gathering and the accrual process to allow the team to experience the best of the Microsoft ecosystem. It will accelerate project delivery, enable easily manageable project planning, maximise profitability and keep the project within the Customer's set budget.

What can HSO Project Operations do?

Deliver exceptional deal management experiences

- Customise resource-based costing and pricing to accommodate customers' needs
- Leverage deal structures tailored for project-based organisations
- Shorten the deal cycle with flexible pricing and more accurate quotes
- Get comprehensive pipeline management and a unified sales dashboard

Drive success through enhanced project management capabilities

- Give project managers the tools they need to succeed
- Track your projects efficiently
- Foster better teamwork with Microsoft Teams

Optimise resource scheduling and assignments

- Maximise your resource utilisation
- Align the right people with the right skill sets to the right projects
- Anticipate resourcing needs with intelligent scheduling

Simplify time-tracking and expense management

- Accelerate productivity by submitting time and expenses on the go
- Ensure accurate reporting and approvals
- Unify your time and expense processes

Drive business performance through streamlined project financials

- Recognise revenue accurately and on time
- Improve cash flow by invoicing customers quickly and more precisely
- Manage your project accounting with higher accuracy
- Expand to a service-centric enterprise resource planning (ERP) system

Increase agility with actionable business insights



- Drive business performance and profitability with greater visibility

Join our Customers in their Success!

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