

Increase profits by gaining control and visibility of all your projects



As a global professional services company, we needed a single finance and operational system that worked across our business. One that standardised our processes and data structures to ensure maximum efficiency to support our growth aspirations.

The solution didn't exist, so we built it, using Microsoft Dynamics 365.

We took our requirements as a professional services company and, with Microsoft Dynamics 365, built some accelerators and prefigured templates. The outcome? A unique solution for the professional services industry that provides a speedy, tested way to upgrade or replace your finance and operational solutions.

Business challenge

We understand first-hand the challenges facing professional services companies, particularly the imperative for any knowledge industry to be able to utilise talent across the globe, bringing together your international network of knowledge workers to become one resource pool. Achieving this makes it possible to optimise your resources, matching skills to requirements no matter where in the world individuals are based. However, you come up against the challenge of controlling your labour costs to protect your margins, as well as needing to prevent revenue leakage by making sure you bill for every hour worked. You must also find a way to gain control and visibility of all projects, a difficult ask when you're working at scale.

Our starting point was a desire to create a solution that, if it worked for us, it would work for you.

Essentials for Professional Services explained

Essentials for Professional Services is a comprehensive solution based on the user-friendly, intuitive capabilities of Microsoft Dynamics 365 that have been preconfigured to suit the specific needs of companies that provide professional services. It's designed to give you a single, 360-degree view of your information to help you effectively manage the delivery of client projects, the resources you need for those projects, as well as all billing and accounting. It combines industry best-practice processes, advanced project accounting and advanced resourcing and scheduling with insightful dashboards, KPIs and Power BI reports.

Benefits to the business

We know global organisations never stand still, so we built a solution that would flex to meet changing requirements, bringing together multiple systems, support contracts and databases into one end-to-end solution with a single, familiar Microsoft interface. It evolves in line with the Microsoft roadmap, too, maximising your investment.

Initially rolled-out to European users.
Once global roll-out is complete



2,800 users
will be using Essentials for Professional Services.

Streamlined processes have
reduced the time it takes to enter
and approve time and expenses



by two thirds.

Average time spent managing
fixed price projects cut



by 60%.

A more structured credit control
process means invoices are issued
faster and debtors days reduced



by 50%.

Reporting is much better, too. Moving from batch processing to instant reporting has given us the ability to drill down to individual transactions immediately and month-end reporting time has been dramatically reduced.

We've experienced first-hand the difference streamlined, customised professional services software makes to service levels, profits and the day-to-day running of the business, and are delighted with how Essentials for Professional Services performs for us. It is your opportunity to learn from our experience; a shortcut for professional services companies seeking a finance and operational solution specifically tailored to their industry.

Get in touch to find out how Essentials for Professional Services can help your business.

Contact details

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Why Hitachi Solutions

Hitachi Solutions is one of the largest, most qualified and highly experienced Microsoft Dynamics consulting firms across the globe, capable of handling complex tier-one displacement projects. Our company's calibre of expertise and commitment to customers is evidenced through our consistent recognition from both Microsoft and industry analysts.

Contact a Hitachi Solutions expert to discuss how our solutions, based upon Microsoft's technology, can help improve your productivity.