

# Case Study – South Africa’s Largest Outsourcing Company



## FACT SHEET



### Organization

South Africa’s Largest Outsourcing Company



### Industry

IT Services



### Scope

Implementation



### Technologies used

Microsoft Dynamics AX



### Dynamics AX Tools

MorphX IDE



### Application Type

ERP Software

## Project Description

Design and Customize Microsoft Dynamics AX, Customized Dynamics AX as per the new legislation and build a system to support the redesigned processes.

The customized solution is designed to cater the new legislations, maintaining contracts, sending communications to contractors and maintaining relevant history . The solution will identify if there are any closing contracts and communicate to the respective manager and capture in Dynamics AX system.

The solution is built on Microsoft Dynamics AX 2012 R2 and the total number of business users are above 500.

**Total Team Size** : 5

**Project Status**: COMPLETED

### Value Added by EGS

- Implemented solutions with efficient methodologies
- Sure step methodology based implementations
- Implemented modules with proper communications
- Better monitoring over the processes
- Prompt response to queries when requested
- Adherence to compliances
- Risk mitigation plans
- Adherence to committed project schedule
- Adherence to Microsoft Dynamics best practices

### Challenges

- Issues in identifying of huge no. of contracts
- Challenges in Annexures templates
- Challenges in SMS/Email/PDF Development
- Integrating with existing modules