

How Did a Cloud-First Mind-Set Help a Service Provider Enhance Customer Knowledge?

Midsized businesses and corporate subsidiaries value efficiency and agility as much as larger firms, but they need ERP solutions that meet their budget and staffing constraints. To streamline processes while eliminating the need for major IT investments, these companies turn to IT services provider Dyflex Solutions.

When this leading provider of enterprise business solutions needed to upgrade its own business systems, however, Dyflex wanted more than just a functionally robust, cloud-based solution. It also hoped to improve its understanding of the challenges faced by clients deploying cloud ERP. By choosing the SAP® Business ByDesign® solution, the company can close month-end books faster, provide stakeholders with real-time access to accurate financial results, and respond rapidly to customer inquiries and requests – with new insight and expertise.





Accelerating Business Insight with SAP® Business ByDesign®



Dyflex Solutions
West Perth, Australia
www.dyflex.com.au

Industry
Professional services

Products and Services
Design, implementation, and support of SAP solutions, including business process optimization

Employees
32

SAP® Solutions
SAP® Business ByDesign® solution, professional services edition

IT services provider Dyflex Solutions deployed the SAP® Business ByDesign® solution to replace a legacy business system. Now the firm uses its own experience to better anticipate and meet the ERP needs of its customers.

Before: Challenges and Opportunities

- Improve operational efficiency by replacing a legacy on-premise business system with a cloud-based solution
- Deploy a complete, cost-effective ERP solution
- Eliminate the potential for hardware failure by choosing a cloud solution

Why SAP

- One integrated, cloud-based solution for running the entire business
- Longstanding partnership with SAP
- Years of experience successfully deploying SAP solutions at client sites

After: Value-Driven Results

- Accelerated month-end close, from 10 days to 4 days
- Real-time shareholder access to business results, which were previously available only every quarter
- Reduction in the time needed to respond to customer requests for quotes and services
- Ability to make instant investment decisions with enhanced visibility into enterprise resources
- Streamlined employee self-service for tasks such as requesting leave and checking leave balances
- Simpler, more intuitive report generation
- Enhanced insight into customer challenges when deploying ERP software, enabling more-proactive solutions

“Our experience with SAP Business ByDesign gives us new insight into how we can best help customers optimize deployment and gain maximum benefits from the solution.”

Peter Lander, Managing Director, Dyflex Solutions

60%

Less time to close month-end books

10 minutes

To generate detailed customer quotes, down from hours

4 weeks

Needed for solution deployment



See for yourself what SAP Business ByDesign can do for your business.



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