

CASE STUDY



Professional Services

Microsoft Dynamics AX





Implementing an integrated management solution

Case Study

Sodexo
Professional Services
Microsoft Dynamics AX

“As such a critical part of the company’s operations, Schrader Camargo procured a powerful cloud-based document solution in the form of the eDocument Dynamics CRM, in partnership with AlfaPeople.”

Project scope and business needs

As for Solutions On-Site Services, Sodexo creates, manages and implements comprehensive solutions within a wide portfolio of services provided directly to the client, including food, construction management and maintenance - among others. Related to this portfolio, Sodexo is looking to become a major strategic partner for companies, organizations and institutions which aim to bring out solutions and provide quality of life and improvement to people’s management, processes and infrastructure.

With a high added value, Sodexo Motivation Solutions provides the market with a large portfolio of solutions with the aim of improving the quality of life in each of its categories of services: as employee benefits, incentives, recognition, labor welfare and subsidies, which allows organizations to improve overall performance by motivating each of their employees.

For the past 17 years, Sodexo had had a resource planning solution SAP ERP. That solution’s cost, lack of flexibility and high maintenance costs, should be gradually changed to implement Microsoft Dynamics AX 2009 at global and regional level in Latin America (Chile, Argentina, Colombia and Peru), which should include Finance, Purchasing and Logistics and Operations as the pillars of Sodexo processes. These pillars began in implementing a first phase Finance, Purchasing and Logistics, followed by Operations. Chile was the first country, then Peru, Colombia and finally Argentina.

The company was looking for a Regional Partner with the ability to cover the Project at the level of resources consulting, technology and extensive experience and knowledge of Dynamics AX 2009, which should unify methodologies and knowledge of Core defined by Sodexo, in order to run Rollout of Microsoft Dynamics AX 2009 in the region. With own Core definitions, complemented with lo

cal expertise in legal requirements and local processes.

The Sodexo’s Core capacities partially covers their local needs, therefore Sodexo was searching for a partner with the knowledge, coverage and regional expertise to implement the project in all matters relating to each country’s needs, support capacity and responsibility for the country’s customizations.

Sodexo required each country to have a local partner to implement their financial process (General Ledger, Accounts Payable, Advanced billing to customers, among others), as well as the business process - Logistics (Catalogs and purchase agreements to suppliers, distribution centers) and, finally, Finance II to the billing process with Microsoft Dynamics AX; such implementation must comple-



“Sodexo, having core business defined at a global level, made the decision to unify all processes with Microsoft Dynamics AX 2009, managed and supported by AlfaPeople”

The Partner should follow the Core's architectural and functional guidelines and align with the methodology of both Sodexo and partner. Similarly, train users with regard to all processes, and implementing the country's customizations.

Fundamental, among its needs, for Sodexo, was the operation supporting aspect after going out live, a Partner in charge of the requirements, cases and/or requests that eventually might arise in the daily operation, a Partner to add value and knowledge to the business.

Solution

Sodexo, having core business defined at a global level, made the decision to unify all processes with Microsoft Dynamics AX 2009, managed and supported by AlfaPeople, Microsoft Partner present in 15 countries, whose characteristics and resources are strong enough to implement and support a regional Project, and enough experience at local and global levels.

The first country that led such implementation was Sodexo Chile, the country with the largest operation, a project of approximately 4500 hours and 30 customizations to support local operation. Sodexo itself does not build those local customizations, instead they relied on AlfaPeople as a local partner, essential for development and support issues.



AlfaPeople also supported Sodexo Chile with the implementation of the financial process, including Banking, Fixed Assets and Accounts Payable along with country's customizations, such as integration with electronic billing, legal reports, financial reports and Localization Chile to meet the requirements of SII (Internal Revenue System). As well as a second phase of the project, the process of sales and logistics, home to the centralized recipe management, centralized orders management of sites and, as relevant process, a centralized planning matrix minutes and shopping site, process which no other country has. And the last step, Financial II, for the billing process with Microsoft Dynamics AX. All these processes are specific to the business locally.

“Deployment of Microsoft Dynamics CRM resulted in a saving of more than US\$50,000, based on the previous system in place”

Parallel to support and implementation of processes, AlfaPeople carried out education and training to end users, and connected the guidelines defined in the Core together with the methodology and the new processes and customizations resulting from the implementation and adaptation to Microsoft Dynamics AX in Sodexo Chile. AlfaPeople carried out training and education of all the solution users, and provided full support to the operation, development and eventual requirements from users after the project's launch.

Benefits

Superior return on investment

Deployment of Microsoft Dynamics CRM resulted in a saving of more than US\$50,000, based on the previous system in place, and ensured increased productivity and profitability as well as continued excellence in operational delivery.

Optimisation of business-critical document processes

By allowing users to have greater control and flexibility of documents in real-time, the business was able to process significantly larger volumes of information with diligence, accessibility, reliability and efficiency, in order to meet operational objectives.

Seamless integration with Microsoft Azure

A key requirement for AlfaPeople was ensuring that complex Microsoft systems including Dynamics CRM, SharePoint, Exchange were synchronised with Azure, the powerful enterprise-grade cloud computing platform. Azure provides security and transparency through reliable cloud technology, meaning information is accessible, stable and able to be restored from anywhere, anytime.

HAR DU ET SPØRGSMÅL?

AlfaPeople - Headquarter

Teglholm Allé 13
2450 København SV.

Denmark

Phone: +45 70 20 27 40

Email: info@alfapeople.com



GLOBAL OFFICES

AlfaPeople - Headquarters
Teglholt Allé 13
2450 København SV.
Denmark
Phone: +45 70 20 27 40
Email: info@alfapeople.com

AlfaPeople Germany
Elsbach Haus, Goebenstraße 3-7
32052 **Herford**
Phone: +49 5221 28440-0
Fax +49 5221 28440-44
info.de@alfapeople.com

AlfaPeople Chile
Avda. Nueva de Lyon 072
Oficina 801, Piso 8
Providencia, **Santiago**
Phone: +56 (2) 2 751 90 00
Mobile: +56 9 75296062
Email: info.cl@alfapeople.com

AlfaPeople Costa Rica
Calle 36. Av 4 y 6.
Edificio Don Bosco. Tercer Piso
San Jose
Phone: +506 2233 7000
Fax +506 2233 3238
Email: info.cr@alfapeople.com

AlfaPeople India
Landmark Tower, 4th Floor,
Plot No. 2, Ashok Marg,
C - Block, South City - I
Gurgaon - 122001, India
Phone: +919811089731
Email: info.in@alfapeople.com

AlfaPeople
United Arab Emirates
Sidra Tower (1503)
Sheikh Zayed Road
PO Box 9588, **Dubai**
Phone: +971 4 5585066
Fax: +97144405988
Email: info.me@alfapeople.com

AlfaPeople United Kingdom
Century House
100 Oxford Street
W1D 1LL, **London**
United Kingdom
Phone: +44 2072 551 228
Email: info.uk@alfapeople.com

AlfaPeople Switzerland
Hohenbühlstrasse 2
8152 **Glattbrugg**
Phone: +41 43 355 30 60
Fax: +41 43 355 30 61
Email: info.ch@alfapeople.com

AlfaPeople Colombia
Ave Cra 9 # 123-86
Edificio Uraki - Ofi 401
Bogotá
Phone: +571 6054222
Fax: + 571 2082198
Email: info.co@alfapeople.com

AlfaPeople Guatemala
5ta Avenida 4-55 Zona 14
Edificio Europlaza Torre 1, 2do Nivel
Oficina 208/209
Phone: +502 2386 9981
Fax: +502 2386 8800
Email: info.gt@alfapeople.com

AlfaPeople India
South Office
#26/1, 1st floor,
Regus gem business centre,
Ibis hotel, Bommanahalli,
Hosur road, **Bangalore** - 560068
Phone: +918040980841
Email: info.in@alfapeople.com

AlfaPeople Brazil
Av. Maria Coelho Aguiar, 215
Jd. São Luiz - **São Paulo/SP**
CEP: 05805-000
Phone: +55 (11) 3741-5181
Email: info.br@alfapeople.com

AlfaPeople US
Chrysler Building
405 Lexington Avenue,
26th Floor
NY 10174
Phone: +1 (917) 368-8088
info.us@alfapeople.com

AlfaPeople Mexico
Baja California # 245 Piso 8
Colonia Hipódromo.
Condesa C.P. 06170
México, D.F.
Phone: +52 5265 6030
Email: info.mx@alfapeople.com

AlfaPeople China
Four Seasons Square, Building 2
No. 503 NingGuo Road,
Shanghai
200090
Phone: +966 2 6929450
Email: kle@alfapeople.com

AlfaPeople Saudi Arabia
King Road Tower (1106)
King Abdulaziz Road - **Jeddah**
PO Box 11787, Jeddah 21463
Phone: +966 2 6929450
Fax: +966 2 6068744
Email: info.me@alfapeople.com