

Case Study

Serwiz

Microsoft Dynamics 365 Finance & Operations

About Serwiz

Serwiz is a new Danish company within facility management. They originated from Sodexo, which sold its Danish activities in the spring of 2021. A group of four senior employees from Sodexo took over the Danish activities and in a short time built up a new organization with a focus on better customer service and support with a green agenda - all with towering growth ambitions.

The project

In a very short time, Serwiz has had to define and build their digital infrastructure. Based on their high growth ambitions, need for documentation and insight into data to create a transparent invoicing process, and they choose Microsoft Dynamics 365 Finance.

Advantages

Microsoft Dynamics 365 Finance has in record time become a cornerstone of the Serwiz' business. Therefore, the possibilities for data insight and scaling of business in a profitable way are absolutely crucial. This includes:

- An ERP solution with digital core processes that can be scaled in line with growth and level of ambition.
- High level customer service based on a strong data base and transparency in the invoicing process.
- A quantifiable approach to sustainability that supports both the green agenda of Serwiz and their customers.



Serwiz uses Microsoft's ERP solution to digitize and scale the core business

When the French market leader in food and facility management, Sodexo, in the spring of 2021 sold the Danish activities within the company to four senior employees, things suddenly had to move fast. Under the name Serwiz, the four employees built the new organization at a record speed. Including the digital infrastructure, which is the cornerstone of daily operations and the more long-term business development.

“Digitization of our business processes is the alpha and omega of our ability to support our customers through data. We came from an economic system that was old-fashioned, and where we were not able to realize our digital ambitions. So, when we had the opportunity to build everything from scratch, we chose to implement Microsoft Dynamics 365 for Finance and Operations, which is a financial solution for the future,” says Louise Feldt, Director of Sales and Business Development at Serwiz and one of the four members of the group of owners.

Invoicing as an open book

One of the focal points of Serwiz's business model is an 'open book' approach to invoicing. It must be a 100 percent transparent process for customers, so that the risk of misunderstandings and conflicts over payment is minimized.

In connection with this the presentation of data and a detailed level of documentation are crucial for a positive customer experience.

“With the new system support, we can tell a company exactly what their expense is across all of our services - for example cleaning, catering or snow removal. And we can even do it for different locations if it is a company with several locations,” says Louise Feldt.

“In this way, when we digitize our core processes, we can scale easily in a profitable way. It has also been an important parameter for us when choosing the platform, because we have ambitious growth targets.”

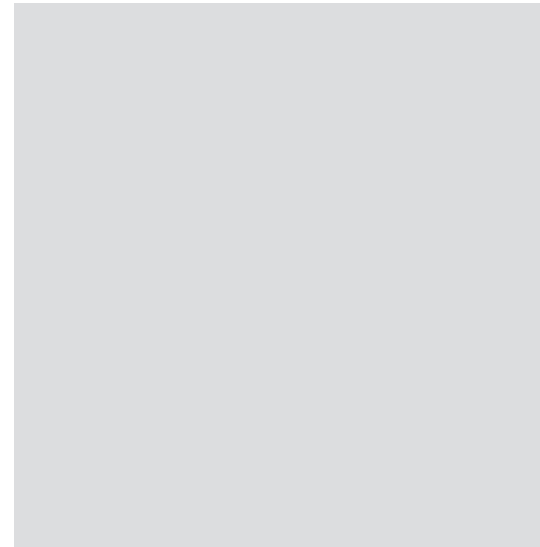
Help with the work on sustainability

In addition to the increased transparency of the invoicing process and customer dialogue, Serwiz also emphasizes that Microsoft Dynamics 365 for Finance and Operations can help support the sustainability agenda.

“The way we think about sustainability in facility management is, if you can't measure it, it does not exist. We need to be able to quantify, for example, levels of CO2 emissions otherwise it will not have an impact. With access to data from the Microsoft platform, we can support our customers' journey towards becoming more sustainable by measuring the parameters that matter to them,” says Louise Feldt.

“It is the same mindset within ESG reporting that we at Serwiz would like to be at the forefront of. ESG reporting is about, among other things, the workers' sickness absence, gender diversity and wage differences. It is important for us to be able to collect data that can document how we work with employees' social conditions. Otherwise, it ends up as a free kick and empty speech.”





Louise Feldt

Director of Sales and Business Development

"Digitization of our business processes is the alpha and omega for our ability to support our customers through data (...) We choose to implement Microsoft Dynamics 365 for Finance and Operations - an ERP solution for the future."

Laser precision implementation process

Serviz took over the Danish part of the business on April 1, 2021. Louise Feldt knew an IT architect at AlfaPeople from before, and he was commissioned to implement Microsoft Dynamics 365 for Finance and Operations in just 5 months. An almost, unheard of tight deadline, but the project has run smoothly, she says.

"It has been a super positive process with AlfaPeople. Our regular consultant just knows his stuff. Although he did not know anything about facility management beforehand, he has shown a great business understanding and can with laser precision strike down the right things. He has also been great in understanding our desire to build an engine from scratch.

We must not do everything at once and create a monster. On the contrary, we have worked from a (MVP) Minimum Viable Product mindset, where we concentrate on the most important things first. Meantime we'll lay the foundation to carry on in the long run. Considering how critical it has been for us to get up and running quickly with a new financial solution, and how the project has run, we are very satisfied with the process," concludes Louise Feldt.

Global Offices

AlfaPeople - Headquarters
Støberigade 14, 4. sal
2450 **København SV**
Denmark
Phone: +45 70 20 27 40

AlfaPeople Brazil - Barueri
Al. Tocantins, 125 - Conj. 250,
Alphaville Industrial
06455-931 **Barueri-SP**
Phone: +55 (11) 4082-3232

AlfaPeople Brazil - Belo Horizonte
Avenida Raja Gabágliã, 4343,
4º andar, sala 7, Cidade Jardim
30350-577 **Belo Horizonte-MG**
Phone: +55 (31) 3360-8411

AlfaPeople Brazil - Porto Alegre
Rua Mostardeiro, 777 - 14º andar,
Moinhos de Vento,
90430-001 **Porto Alegre**
Phone: +55 (51) 3017-1325

Brazil - Recife
Rua da Alfândega, 35, Lj. 0401,
Shopping Paço Alfândega,
Bairro do Recife 50030-030
Phone: +55 (81) 2626-1238

AlfaPeople Canada
2010 Winston Park Drive,
Oakville - On, Suite 200,
L6H 5R7, Canada
Phone: +1 289 291 7659

AlfaPeople Chile
Av. Tajamar 481, of. 607
Torre Sur, World Trade Center
Las Condes, **Santiago**
Phone: +56 (2) 2 751 90 00

AlfaPeople Colombia
Ave Cra 9 # 123-86
Edificio Uraki - Ofi 401,
Bogotá
Phone: +571 6054222

AlfaPeople Costa Rica
Calle 36. Av 4 y 6.
Edificio Don Bosco. Tercer Piso
San Jose
Phone: +506 2233 7000

AlfaPeople Ecuador
Edificio Trade Building Torre B
Oficina L-530 Calle Leopoldo Benítez y
Joaquín Orrantía, **Guayaquil**
Phone: +593 (09) 93267791

AlfaPeople Germany
Elsbach Haus,
Goebenstraße 3-7
32052 **Herford**
Phone: +49 5221 28440-0

AlfaPeople Guatemala
Edificio Insigne
Of. 1101
Blvd. VH 1,
Zona 15
Guatemala
Phone: +502 2386 9981

AlfaPeople Mexico
Baja California # 245 Piso 8
Colonia Hipódromo. Condesa 06170
México, D.F.
Phone: +56 (2) 2751 9000

AlfaPeople Saudi Arabia - Jeddah
Mohammed Bin Abdul-Aziz Road
Al-Andalus Distinct
Jeddah
Phone: +966 920007822

AlfaPeople Saudi Arabia - Riyadh
Prince Mansour Bin Abdulaziz Street
Malaz Distinct
Riyadh
Phone: +966 920007822

AlfaPeople Switzerland
Hohenbühlstrasse 2
8152
Glattbrugg
Phone: +41 43 355 30 60

AlfaPeople United Arab Emirates
Sidra Tower (1801)
Sheikh Zayed Road
PO Box 9588, **Dubai**
Phone: +971 4 5585066

AlfaPeople US
Chrysler Building
405 Lexington Avenue,
26th Floor, **NY** 10174
Phone: +1 (855) 732-6484