



# DXC Technology and Microsoft Dynamics 365

Why Microsoft Dynamics 365 makes sense for large enterprise

# Business in 2022 is shaping up to be very different.

According to McKinsey's latest Global Survey on digital strategy, the pandemic has not only increased the pace of business, but they predict that **"technology capabilities will be critical to companies' transition strategies as well as to what comes next"**.<sup>1</sup>

For large enterprises, this means that time, agility and resilience are essential for building and managing an enterprise technology stack for a rapidly changing future.



**We asked leaders across our DXC Practice for Microsoft for their observations of how Microsoft Dynamics 365 is addressing the needs of today's enterprise.**

During this time when only the fittest will survive, our DXC Practice for Microsoft is helping organisations quickly respond and adapt to changing market needs. We support customers to strengthen resiliency and outsmart uncertainty by harnessing application modernisation, digitising business models, automating operations and improving customer and employee experiences.

This ebook looks at what's most critical for enterprises to consider and how we are leveraging advanced Microsoft Dynamics 365 solutions and methodologies for our customers to create a robust workplace experience. At DXC, we simplify, modernise, accelerate, and reimagine business applications within a high-performance cloud environment.



## Four critical drivers for enterprises



### Simplify the complexity of digital transformation

In its publication *'The next normal: Recovery will be digital: digitising at speed and scale'*, McKinsey states that the 'next normal' will focus on the vital role of digital in today's business and beyond as a 'matter of survival'.<sup>2</sup>

In today's world, large enterprises face immense pressure to continuously perform, react, and adapt. Changes in industry, customer needs and technology require successful organisations to scale and adapt quickly. Furthermore, flexibility and resiliency must be embedded within the core operations of an enterprise.

Removing complexity provides the critical foundation for digital transformation. To do, organisations must create new agile processes built on applications that can respond efficiently and effectively to changes in the market.



### Modernise the legacy

Brandon Medford, senior principal analyst at Gartner, commented in August 2021, **"Organisations are advancing their timelines on digital business initiatives and moving rapidly to the cloud in an effort to modernise environments, improve system reliability, support hybrid work models and address other new realities compelled by the pandemic."**<sup>3</sup>

While the drive for change is accelerating, so too is the drive to decrease costs and optimise IT efficiency. Legacy systems, aging infrastructure and application proliferation all drag on an enterprise's ability to transform and meet the challenges of a more digital workplace and market.

Consolidating instances of applications, migrating legacy applications to the cloud, and optimising applications using advanced technologies and intelligent automation will yield more significant operational and cost efficiency.



## The acceleration imperative

According to McKinsey, only “11% of companies believe their current business models will be economically viable through 2023, while another 64% say their companies need to build new digital businesses to help them get there.”<sup>4</sup>

There is no longer time to slowly upgrade, integrate, and adapt new systems and processes. Speed to market with the ability to scale and adapt rapidly is the new imperative. This includes building and integrating systems across the stack to enable end-to-end personalised customer and employee experiences (with no siloed processes) that are also efficient and reliable.



## Reimagining for the distributed enterprise

One of Gartner’s Top Strategic Technology Trends for 2022 is the Distributed Enterprise. New work from home models and customers more comfortable with virtual business relationships mean enterprises must adapt to “a digital-first, remote-first business model to improve employee experiences, digitalise consumer and partner touchpoints and build out product experiences.”<sup>5</sup>

To evolve to the distributed enterprise, organisations will need to reimagine their entire business model to be more resilient and agile, embracing new digital capabilities to reconsider how the business operates. This will mean leveraging new digital platforms, deploying advanced data and analytics, sensing and responding to dynamic customer demands, and enabling new revenue streams.

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<sup>1</sup>McKinsey Digital, The new digital edge: Rethinking strategy for the post-pandemic era, May 26, 2021

<sup>2</sup>McKinsey, The Next Normal Digitizing at speed and scale The recovery will be digital, August, 2020

<sup>3</sup>Gartner, Four Trends Are Shaping the Future of Public Cloud, 2 August, 2021

<sup>4</sup>Gartner’s Top Strategic Technology Trends for 2021

<sup>5</sup>McKinsey Digital, The new digital edge: Rethinking strategy for the post-pandemic era, May 26, 2021



## **DXC Practice for Microsoft respond with Microsoft Dynamics 365**

**Microsoft Dynamics 365 portfolio of business applications enables agility and innovation by bringing together data from across an organisation with unified ERP and CRM functionality in the Microsoft cloud. It provides robust analytic capabilities and access to real-time data, optimising operations and the entire customer life cycle and creating engaging customer and employee experiences.**

The entire Microsoft cloud comes together as a unified digital-transformation platform with consistent security, identity and compliance boundaries. Dynamics 365 delivers a cloud-based business applications solution on a single platform covering the front and back office, removing data silos and disparate system barriers to enable the organisation to work together seamlessly. Importantly, Dynamics 365 provides cloud applications that are scalable, secure, and consumable in a composable manner: applications can be selected and assembled in various combinations to satisfy specific business requirements.

Leaders from within the DXC Practice for Microsoft outline how Dynamics 365 meets the needs of today's enterprise and identify what differentiates the Microsoft Business Applications portfolio in the market.

# Make it modern – remove legacy applications

Microsoft Dynamics 365 has reframed the way many organisations approach implementing core business systems. At the heart of many larger enterprises are core business systems resulting from years of investment in traditional, on-premise applications.

These core applications have been moulded to fit unique business processes, modified to industry best practices, and often siloed data away from end users - holding it safe but inaccessible to the broader business.

As these applications reach end of life, many businesses have looked to deepen their investment in Microsoft's data-first cloud strategy, composed of Microsoft Dynamics 365 for applications, Microsoft Power Platform as an application platform, and Microsoft Azure as an infrastructure platform.

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“Customers are often stuck with dated systems that are three-tier or perhaps even full-stack applications and they need a pathway to the cloud - a quick way that takes months, not years. These enterprise customers are now turning to DXC for quick wins for their digital transformations. And that's where Microsoft Dynamics 365 really delivers.”

**Kevin Kiley**

Managing Partner, DXC Practice for Microsoft

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“The common thing that we noticed with large enterprise customers is they want to replace their legacy solutions quickly. They want to modernise fast. The problem they face is that they have no single version of the truth. There's a lack of integration across the back-end information systems of record - they lack visibility due to ageing legacy systems and infrastructure. That's where Microsoft is able to modernise and integrate quickly.”

**Dahlia Kayal Raj**

Enterprise Practice Director – DXC Practice for Microsoft



# Case Study:

## Queensland Treasury Corporation



Striving for operational excellence and mitigating risk by eliminating inefficiencies is part of Queensland Treasury Corporation's DNA and were the driving factors for the organisation's modernisation of its financial management system.

As part of an organisational transformation that began about six years ago, much of their operations had already transitioned to Microsoft platforms, but in 2019 the finance team determined modernisation was needed.

The organisation identified Microsoft Dynamics 365 Finance to improve access to data and streamline and automate multiple processes — while laying the foundations for ongoing innovation.

Rapid deployment was essential. The rollout needed to be completed by the end of June 2020 ready for go-live on 1 July 2020 to avoid the finance team having to wrangle two separate platforms when the new financial year rolled in. **The implementation was achieved in just five and a half months** — in time for the start of the 2020-21 financial year.

The Dynamics 365 platform is far simpler to manage. Where a version update on its legacy and highly customised finance platform could take months to complete, Dynamics 365 updates can take as little as two hours each quarter.



“It links into the other tools that we use, namely Power BI, to access that data and to give us more information, more analytics, and more insights — which is also very important. It's the productivity/efficiency factor and more advanced information.”

“Moving to this platform it was very clear it is actually going to be a lot cheaper for us, and we have certainly increased our productivity internally since adopting this.”

**Jane Keating**

Managing director, Finance, Data & Compliance  
Queensland Treasury Corporation

# Make it quick – quick wins, fast implementations and true ROI

The pressures of time, budget and resources are typical to every project.

In the past, turnaround times on projects could be extended, and sometimes projects were never completed as the market had moved on. Dynamics 365 is aimed explicitly at quick wins. While it's still extensive in terms of the applications available, it's also very modular, which means it's straightforward to implement one module at a time and get incremental returns on investment as each module is deployed.

DXC uses proven project methodology comprised of established best practices, prescriptive processes and a supporting standardised toolset to drive successful implementations of Dynamics 365.

This methodology has been influenced by Lean, DevOps, PMBOK, PRINCE2, Six Sigma, ITIL, Agile and Microsoft-specific methodologies and frameworks, such as Success by Design. It incorporates traditional implementation phasing with the disciplines and activities of evolving agile practices.

DXC has succeeded in developing a proven methodology that drives successful implementations. Our Evolve methodology is designed to ensure projects go live quickly and with a fast return on investment. Gap analysis, implementation, system development lifecycle, and project closeout are much easier and quicker with a solution that provides standardisation and customisation where it makes sense.



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“The way we implement Microsoft Dynamics 365 is very specifically aimed at quick wins. We have the ability to implement project sprints, with go-lives that can deliver immediate functionality and ROI. It's very easy to implement one module at a time, in one specific business process, and get up and running.”

**Jeff Felice**

Customer Engagement Director, DXC Practice for Microsoft

“One of the great advantages of the Microsoft Dynamics 365 platforms is time to value. It allows you stand up the solution really quickly, which is a big advantage over some of the more traditional applications.”

**Kevin Killey**

Managing Partner, DXC Practice for Microsoft



# Case Study:

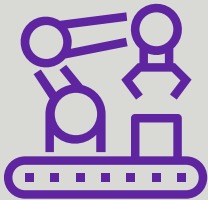
## A Large Heavy Machinery Company



A large heavy machinery company with 950 staff and 50 sites across Australia and New Zealand needed to transform their business with a runway of only six months. Its existing ERP had been in place for five years and had failed to deliver the operational improvements originally expected.

Working with DXC, the company prioritised delivery of required functionality using Microsoft Dynamics 365's comprehensive out-of-the-box capabilities. Working in small teams, the company rapidly identified the necessary functionality to go-live and meet the aggressive timeline. Together, DXC and the company identified 76 functionality gaps, which were systematically and collaboratively reduced to 14 gaps for launch.

Prioritisation to maximise the use of the standard version of Dynamics 365, and the expertise of the DXC team, helped accelerate the company's transformation. The full cloud-based ERP went live 114 days after project launch.



“We chose DXC to be our partner because it aligned with our values. We ran an extremely agile project and DXC was able to provide quality consultants, best practice thinking and deep solution knowledge to challenge us on our processes.”

“We had a hard deadline to bring this strategically important project online. We have a large, diverse, and complex business so we needed a partner with exceptional problem-solving skills and an immaculate track record in rolling out Microsoft Dynamics 365 for larger businesses. We also needed a partner with an agile mindset to design a low friction implementation that was willing and able to meet a challenging deadline. DXC was a very comfortable fit.”

**Chief Digital Officer**  
Heavy Machinery Group, ANZ

# Make it standard – leverage existing investments in Microsoft

Microsoft technology is already widespread across the enterprise, and investment in Dynamics 365 leverages the familiar user interface and interconnectivity provided by the Microsoft technology stack: reducing per seat investment, building user adoptability and enhancing data integrity across applications.

When Dynamics 365 is added to the existing Microsoft technology stack, a consistent and familiar environment is created. Dynamics 365 has many out-of-the-box connections with the Microsoft applications that organisations are already using.



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“Microsoft 365 [Office 365] is probably the single largest piece of software in the world. It means the customer already knows Microsoft and the business productivity tools, which makes it very easy to extend to Dynamics 365. The Microsoft Cloud, including Microsoft 365, Dynamics 365 and all the Azure services that are available - they all actually work together in a very seamless way.”

**William Moore**

Senior Executive, DXC Practice for Microsoft

“Microsoft Dynamics 365 is intuitive for users to navigate around, especially if they’re already using Microsoft Office or Teams and understand how to do things in the applications. Dynamics 365 is just an extension of what they know and use every day.”

**Jeff Felice**

Customer Engagement Director, DXC Practice for Microsoft

# Case Study:

## Westpac New Zealand



Westpac New Zealand initially upgraded its on-premise customer relationship management (CRM) system to Microsoft Dynamics 365 in 2018 to streamline and automate its sales and business processes. However, it was still operating with a number of legacy applications. As part of a wider business transformation project, Westpac New Zealand recognised the need to upgrade its existing technology stack to ensure easier access to data for both customers and employees.

DXC worked with Westpac New Zealand to upgrade the existing Microsoft Dynamics 365 Customer Engagement as well as introduce the Power Platform across the wider business.

Leveraging Power Platform was a strategic choice, as it helped Westpac New Zealand to better meet targets that were aligned with the Reserve Bank's deadlines for specific issues.

Dynamics 365 and Power Platform also let data flow more freely among Westpac New Zealand's systems, helping to deliver the right information at the right time with fewer clicks and in near real-time throughout the different stages of the customer lifecycle. This consolidates multiple views and applications into a single screen, providing a seamless process for the end user.



“DXC was an ideal partner for this implementation because of the team’s awareness of both Westpac New Zealand’s needs and the Microsoft platform. While we worked with a number of providers for the wider transformation effort, DXC was instrumental in the transition. DXC provided Westpac New Zealand with the wider thinking it needed to see more of the problem and played a key role in opening up our thinking to see if we could do more with what we have.”

“DXC strengthened Westpac New Zealand’s approach and helped consolidate disparate systems into one unified system by seamlessly integrating Power Platform, Azure, Dynamics 365, and a separate on-premises system. While the bank is using different elements of each system, DXC delivered a suitable integration unique to Westpac New Zealand’s needs to help the bank improve efficiencies across the board.”

**Shaun Anderson**

Tech Area Lead, Westpac New Zealand Limited

# Make it simple - remove complexity

At DXC, we simplify organisational architecture and cumbersome business applications' infrastructure by consolidating existing applications and diverse platforms. Reducing complexity delivers a more straightforward and efficient environment and increases ongoing cost savings.

Dynamics 365 allows customers to collect, organise and leverage all the information and data they need from both an operational and financial perspective and then surface that back into the business in many ways. As a result, Many companies are now moving towards a more simplified set of applications. They are investing in the Microsoft platform because its simpler, more integrated, and more familiar to users.

Additionally, these cloud applications can be incorporated into existing application architectures and integrated with other core applications such as SAP, Salesforce, Oracle, ServiceNow or other custom applications - leveraging data and analytics from across the organisation.

“Microsoft Dynamics 365 is able to meet the scale of large organisations quite easily. It’s built on an extensible and scalable framework. And it also enables rapid implementation through modular deployment of components. So, customers don’t have to go in a Big Bang and make significant investments - they can take things one step at a time towards an eventual endpoint.”

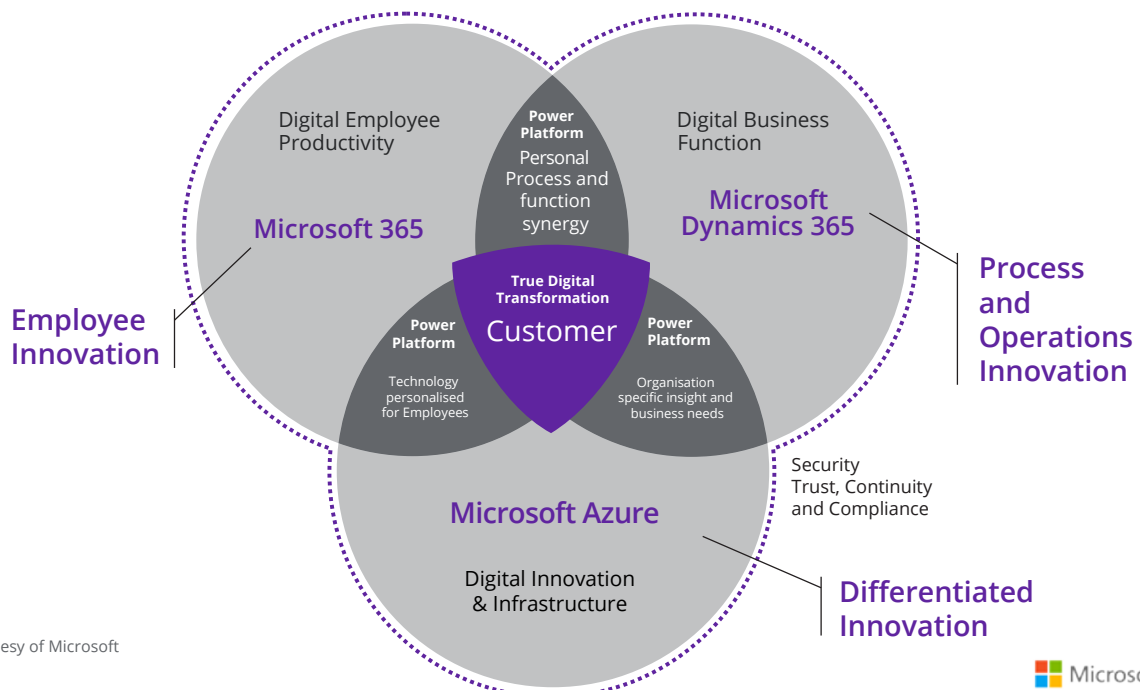
## Phillip Walsh

CTO / Chief Business Architect , DXC Business Applications

“When you embed Microsoft Dynamics 365 Sales into Outlook, users are using your CRM system without even knowing it – making it really simple for staff and the business to get immediate benefit.”

## Jeff Felice

Customer Engagement Director, DXC Practice for Microsoft



# Case Study:

## WaterNSW



WaterNSW is a state-owned corporation, which operates the state's rivers and water supply systems. Formed in 2015, WaterNSW is the result of a merger between State Water, the Sydney Catchment Authority and the Department of Primary Industries.

As a newly amalgamated organisation, WaterNSW needed a single, consolidated, integrated solution to operate corporate functions and asset management.

Partnering with DXC, WaterNSW deployed a three-part Microsoft platform consisting of Azure, Dynamics 365, and Microsoft [Office] 365. The Dynamics 365 project at WaterNSW was the biggest implementation at an Australian state government agency at the time, due to the breadth and scope of the solution.

Within weeks of going live in April 2019, WaterNSW experienced transformative change. Business processes were simplified, introducing new efficiencies to employees. Fast, comprehensive views into data enabled better business decisions. Connectivity across the system allowed workflows to operate more smoothly and quickly.



“WaterNSW chose DXC as its partner because of the team’s expertise and leadership in Dynamics 365, its exceptional track record of provisioning end-to-end solutions and its skill at providing business process change and system integration. DXC brought strong capabilities for technical implementation and functional consulting, which we needed to link business processes to software configuration. During the project, the DXC team was highly professional, accessible, and disciplined in delivering our outcomes while remaining flexible to our needs.”

“We’ve also transformed how we capture and store condition data on field assets with Dynamics 365 and the Azure cloud.”

**Ian Robinson**

Chief Information Officer, WaterNSW

# Navigating the way forward with DXC and Microsoft Dynamics 365

DXC Practice for Microsoft helps enterprise and mid-market organisations digitally transform their business and move to the cloud with cost-effective, rapid projects using Microsoft applications and our team of experts. We specialise in new implementations and upgrades to cloud-based industry-specific solutions, powered by Dynamics 365 and the Power Platform built on the security of Azure.

As a leading Microsoft Partner, we strive to deliver the best Microsoft solutions for your business and create highly scalable and flexible future-proof environments. We have a long history and heritage of taking on the projects that others can't deliver, drawing on expertise and experience that allows our customers a rolling start and proven methodologies that reduce expense and risk.

As a practical and trusted advisory partner, we adopt a holistic view of your business. We propose strategies that are actionable, achievable, and directly aligned to your business priorities to ensure your project delivers a reliable and predictable outcome.



Our goal is to make you a Microsoft customer for life and DXC customer by choice.

Learn more:

[dxc.com/au/en/practices/microsoft](https://dxc.com/au/en/practices/microsoft)

[dxc.com/nz/en/practices/microsoft](https://dxc.com/nz/en/practices/microsoft)

## About DXC Technology

About DXC Technology DXC Technology (NYSE: DXC) helps global companies run their mission critical systems and operations while modernising IT, optimising data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organisations trust DXC to deploy services across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. Learn more about how we deliver excellence for our customers and colleagues at [DXC.com](https://dxc.com)