



MS Dynamics

CASE STUDY
MS Dynamics
DELIVERED TO
World Bank



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MS Dynamics Training Delivered to Client **World Bank**

Client: World Bank

Industry: Financial and Banking Services

The World Bank is one of the world's largest international financial institution which provides financial support and loans to countries of the world for various capital projects and development projects. The institution comprises of two separate blocks of International Bank for Reconstruction and Development and the second group is of International Development Association. The World Bank's primary goal is the reduction of poverty by promoting foreign investment and international trade while facilitating capital investment. The financial institution primarily has been responsible for the following aids and development in the following domains:

- 1. Eradicate extreme poverty and hunger**
- 2. Achieve universal primary education**
- 3. Reduce child mortality**
- 4. Improve maternal health**
- 5. Combat HIV/AIDS, Malaria and various other diseases**
- 6. Ensure environmental sustainability**
- 7. Develop a global partnership for development**



Technology: MS Dynamics

Domain: Enterprise Resource Planning

MS dynamics is an enterprise resource planning software which provides customer relationship management software applications and tools which can be used for networks with very few installations and without any support from third party resellers. As a part of the Microsoft Business solutions, the tool can be easily used with other various applications of Microsoft including SharePoint, Yammer, Office 365, Azure and Outlook. Forming a group of the enterprise resource planning products which are aimed for different market segments the tool can be implemented in medium to large scale organizations with the options of multiple languages, currencies and legal capabilities. The major related products of Microsoft Dynamics include the following:

1. Management reporter
2. Dynamics retail
3. Dynamics Marketing
4. Dynamics social listening
5. Dynamics flow
6. Customer engagement software

Challenges Faced By the Client:

The World Bank being one of the largest financial institutions of the world, works at very high levels of data processing and data exchange related to customers and clients which are normally countries. This means that the data is highly valuable and classified. The information exchange taking place between World Bank and its



clients' needs to be kept highly safe, secure, streamlined and without any hassles and clinches. The organization was already using several enterprise products of Microsoft and required something for their enterprise resource planning which can work coherently with the existing tools and keep everything highly streamlined and secure while making sure that the data remains available for use if and when it is needed. The major challenge was the integration of the ERP tool with the existing tools being used in the organization and making sure that the workforce is proficient in the integration aspects as well as the implementation of the tool to the benefit of the organization.

Since the ERP solution was to be a part of the existing operation model of the organization it becomes imperative that the workforce itself is trained in the tool through and through so that they can work on it perennially without any issues. Thorough knowledge of the tool and the concepts involved in the software application requires not just knowledge but also experience acquired over a long period of time. This can only be provided through a industry professional who has worked in the same domain and in the software tool.

The client needed this solution to be end to end and be practically implemented in their organization to ensure streamlined operations and consistent results. With the amount of data of the resources and their client base increasing with every passing day, it was becoming challenging for World Bank to handle and effectively manage their operations based on data and resources.

Why Aurelius

Aurelius Corporate Solutions has been the Solutions and training partner of The World Bank for a long time and has been able to provide some very complex and effective solutions to the organization, making sure that the client gains high Returns on their Investment and providing complete support pre and post solution. The specific consultative solution on Microsoft Dynamics was constructed from scratch in order to develop a complete pipeline for the ERP requirements of the client and this was done in coherence with the other existing



tools being used in the organizations. A dedicated task force was setup which began with the analysis of the requirements and data provided by the world bank and further on the basis of the analysis, seek the correct subject matter expert from all over the globe who can provide the correct mix of theory and practical experience in order to meet the specific and complex requirements of the client. After a number of screening and procedures, the correct SME was selected who was then put in touch with the client constantly to make sure that the SME correctly understands what are the proficiency levels of the workforce to be taught and the depth and breadth of the topics to be taught.

Aurelius was able to provide the client with the entire knowledge base acquired over the years in this domain of ERP solutions working on a global scale however, Aurelius made sure that the solution provided was of the global industry levels and could cater to their clients which are always from different countries and regions. Keeping in mind the versatile nature of the work undergone by the World Bank the solution was constructed in a manner that the workforce will be able to cater to the businesses irrespective of region and country in which the business is to be done.

Apart from theoretical knowledge providence, complete process orchestration to process integration and implementation was performed through extensive practical lab sessions which make the workforce highly proficient in the tool and be able to troubleshoot the various situations that may arise during operations.



Solution and Post Solutions Benefits

World Bank has been able to streamline their entire ERP process and integrate the different tools to work in coherence with each other while providing quality services to their global client base. They have been able to cut down immensely on their costs and man hours as well while improving upon their operations. The cost cut and decrement in operation time has led them to achieve break even on their investment within a few weeks and now they have a a robust and extensive solution in place which is able to provide them with increasing profits with the provided cost cutting and man hours reductions. The ROI being experienced is high due to the Integrated internal rate of return which comes with the solution.

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