



Overview

Country or Region: India

Industry: Software Engineering

Customer Profile

Based in India, Aztecsoft is a global software engineering services company that provides full life-cycle product engineering, independent testing, and professional and engineering services.

Business Situation

Aztecsoft needed to implement a solution that would integrate human resources, finance, and project management into a unified system.

Solution

The company worked with Microsoft® Gold Certified Partner e4e to implement Microsoft Dynamics™ AX version 4.0 business management software.

Benefits

- Deeper insight into business data.
- 20 per cent efficiency increase.
- Seamless integration.
- Manual processes reduced.
- Supports future growth.

Software Company Increases Efficiency in Early Stages of Solution Rollout

“We need solutions that don’t just grow with us, but ones that fuel this growth. Microsoft Dynamics AX can scale to our needs and help us continue to expand even when we have 10,000 employees.”

Nataraj Narayan, Chief Information Officer, Aztecsoft

The rapid growth of software developer Aztecsoft meant its disparate IT infrastructure could no longer scale to provide effective support to the business and employees. The consolidation of human resources, finance, and project management data was critical to speed up processes and better support client needs. Working with Microsoft® Gold Certified Partner e4e, Aztecsoft rolled out business management solution Microsoft Dynamics™ AX 4.0. It gives users in any department the tools to manage business processes from start to finish, using a single view of up-to-date, accurate data. Even in the early development phase, the business has achieved a significant increase in operational efficiency.



Situation

India-based Aztecsoft is a global software engineering services company that provides full life-cycle product engineering, independent testing, professional services, and sustained engineering services to a number of industries. Typically, these include software product vendors, business and consumer portals, and mobile and wireless companies. A leader in its field, Aztecsoft has developed and tested the most complex software in the world. It is ranked 83rd in the prestigious "Software 500" list of fastest growing companies, and is among the world's "Top 100" most innovative service providers.

The company's success is reflected in its dramatic business growth. Aztecsoft has expanded from 200 employees in 2002, to 2,400 today. These people are employed to manage and provide value to a rapidly-increasing customer base, but the growth has also placed new demands on the company's IT infrastructure.

Disparate IT systems posed a number of challenges. Applications running the company's human resources (HR), finance, and project management data struggled to scale with business growth, affecting the way employees worked. To support the business into the future, an integrated system, which helped senior managers to view and analyze data seamlessly, was vital.

Nataraj Narayan, Chief Information Officer, Aztecsoft, says: "We were growing so fast, it was essential that we found a way to make our business data flow from one application to another to maintain our efficiency and continue to provide world-class services to our customers."

Business information comes to Aztecsoft from a variety of sources, including its geographically dispersed clients. Human resource, financial, and project management

data was stored in several places, hindering quick retrieval of information. In addition, employees had to transfer data to different applications manually, a process that was cumbersome and time-consuming.

According to Nataraj, the company was keen to reduce the time spent on system maintenance. The business needed a more efficient business management solution to streamline processes and make information more accessible. "We are leaders in the software engineering services industry," Nataraj says. "We wanted a more scalable IT system that reflected this philosophy and could grow with the company."

Solution

Integration was a key factor in the company's search for a new, global management solution. HR, finance, and project management were to be consolidated into a single system. The solution would also need to access and combine information from a number of existing business applications, making it available in one place.

Nataraj says: "We required a solution that offered ease of implementation and maintenance, while increasing efficiency. Other solutions relied on specialist expertise to implement and manage the software, even after deployment."

With the help of Microsoft® Gold Certified Partner e4e, Aztecsoft chose to deploy business management solution Microsoft Dynamics™ AX 4.0. Nataraj says: "We already had a strong relationship with Microsoft through our expertise in Microsoft technologies and products. When investigating available solutions, we looked for three main components: robust software, extensive user benefits, and strong integration with our existing applications. Microsoft Dynamics AX fitted the bill perfectly."

Microsoft Dynamics AX is being implemented in four phases, with project completion expected by the end of 2007:

- Phase one: HR
- Phase two: Finance
- Phase three: Project management
- Phase four: Business intelligence/dashboard reports

Nataraj says: "We wanted to follow a step-by-step implementation to take full advantage of each phase. We are so confident in Microsoft Dynamics AX that we're planning to discontinue our use of many of our old applications."

When fully rolled out, the solution will help employees manage their customers' projects—from the architecture of solutions, design, and development, through to testing and implementation. Up-to-date information captured at all stages will be held in the Microsoft Dynamics AX solution. Employees from across the organization will be able to access and analyze the same set of data from a single location, using familiar, easy-to-use tools similar to their Microsoft Office system applications.

Integration with Microsoft Office SharePoint® Server 2007 will help people create, access, and share documents and data drawn from Microsoft Dynamics AX, track progress of projects, and accelerate processes using workflow tools. They will be able to verify project or customer details, check related accounting data, and take advantage of integration with Microsoft SQL Server™ 2005 Reporting Services to produce advanced reports quickly.

Benefits

The success of early implementation has paved the way for a raft of new benefits. Employees will now work from one system,

rather than multiple applications, and can update and access important information faster than ever. Nataraj says: "The Microsoft Dynamics AX solution will give us complete control of our business, from sales pipeline, to ordering and financial-management workflows."

Consolidated System Increases Employee Performance

The solution brings a consistency to the business, integrating with numerous applications to bring a single set of data into one, easy-to-use system. As a result, employees can work in a way that's far more efficient and can satisfy customer requirements faster.

People's responsibilities are more transparent, and work is easier to action and complete. They no longer have to re-enter data into disparate systems or spend time manually consolidating information to understand a project's status or analyze business trends. Nataraj says: "IT administrators are also able to easily manage and maintain the standardized system, leading to increased operational efficiency in terms of time, cost, and resources management."

Integrated Infrastructure Improves Workflow for Finance Staff

Finance employees can manage the business more cost-effectively with a clear view of available resources and individual department budgets. They can also consolidate reports quickly, helping them to verify accounts data against project details. Invoices are generated faster and more accurately, while employees can forecast the cost of future projects, and better measure revenues and profitability.

Automation of key processes saves many hours for these employees. Nataraj says: "People no longer have to complete accounts

receivable and accounts payable processes manually because Microsoft Dynamics AX offers secure, automated features that perform these tasks faster and more accurately.”

In turn, authorized members in other departments can access and use financial and accounts data. This offers additional insight into their projects, alerting them to potential financial issues that can be resolved before they become problems and helping them to meet cost targets.

Smoother Operation Saves Time for Human Resources Team

The HR department no longer works on a standalone system. HR professionals can share and distribute information to employees using SharePoint sites that incorporate data captured in Microsoft Dynamics AX. This integration can also be used to update employee information, such as attendance history, and add performance-based insight to employee records. In addition, payroll information is updated automatically, saving time and reducing the risk of errors being made in employees’ pay.

Clear View of Data Supports Informed Business Decisions

Business information is more visible to senior employees and managers, who use a single sign on to view consolidated data from across the business. Real-time information is available through enhanced reporting features, and is now more accurate than ever before.

Data can be presented to users in a “dashboard” view, showing business processes from start to finish, including all the steps in between. The various departments can access data and reports and manipulate the view to show information in a way that’s specific to their needs.

Scalable System Accommodates and Fuels Business Growth

A scalable infrastructure to support the organization’s rapid growth was vital to the business. Nataraj says that based on the success of the past 12 years, a dramatic expansion in future is inevitable through enhanced customer service and a strengthening professional reputation.

“Aztecsoft has grown significantly in both employment levels and clients,” he says. “We need solutions that don’t just grow with us, but ones that fuel this growth. Microsoft Dynamics AX can scale to our needs and help us continue to expand even when we have 10,000 employees.”

Supports a Future of Mobile Technology

A growing demand for mobile technology is at the forefront of the minds of senior Aztecsoft staff, who realize the benefits of anytime, anywhere access to critical applications and data. The company’s plan to roll out a mobile solution in the near future is also fully supported by a Microsoft Dynamics AX infrastructure.

The technology integrates easily with Windows Mobile®-based technology, and Aztecsoft employees will be able to access operational data from handheld devices while away from the office. Sales and support teams, for example, will be able to access key project details while on the road and update the system from any location. Nataraj says: “Microsoft software takes us closer to our customers. I’m confident that we can extend the Microsoft Dynamics AX system into the mobile space to help people operate more efficiently through a more flexible working environment.”

For More Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234 in the United States or (905) 568-9641 in Canada. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to: www.microsoft.com

For more information about e4e products and services, call +91 806 618 3317 or visit the Web site at: www.e4e.com

For more information about Aztecsoft products and services, call +91 802 573 8005 or visit the Web site at: www.aztecsoft.com

Microsoft Dynamics

Microsoft Dynamics is a line of integrated, adaptable business management solutions that enables you and your people to make business decisions with greater confidence. Microsoft Dynamics works like familiar Microsoft software such as Microsoft Office, which means less of a learning curve for your people, so they can get up and running quickly and focus on what's most important. And because it is from Microsoft, it easily works with the systems that your company already has implemented. By automating and streamlining financial, customer relationship, and supply chain processes, Microsoft Dynamics brings together people, processes, and technologies, increasing the productivity and effectiveness of your business, and helping you drive business success.

For more information about Microsoft Dynamics, go to: www.microsoft.com/dynamics

Software and Services

- Microsoft Dynamics
 - Microsoft Dynamics AX 4.0
- Microsoft Server Product Portfolio
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 - Microsoft SQL Server 2005
 - Microsoft Exchange Server 2003
 - Microsoft Office SharePoint Server 2007
 - Windows Server 2003