

CASE
STUDY

**Fortune 500 Company
Automates Invoicing
Process Putting Focus
on the Customer**



CUSTOMER PROFILE

Founded in 1935, a Fortune 500 company with 18,500 employees worldwide, the company is a global provider of products, services and solutions to industrial and commercial users of electronic components and enterprise computing solutions, with 2015 sales of \$23.28 billion. The company is headquartered in Centennial, Colorado.

The company serves as a supply channel partner for over 100,000 original equipment manufacturers, contract manufacturers and commercial customers through a global network of more than 460 locations in 85 countries.

BUSINESS CHALLENGE

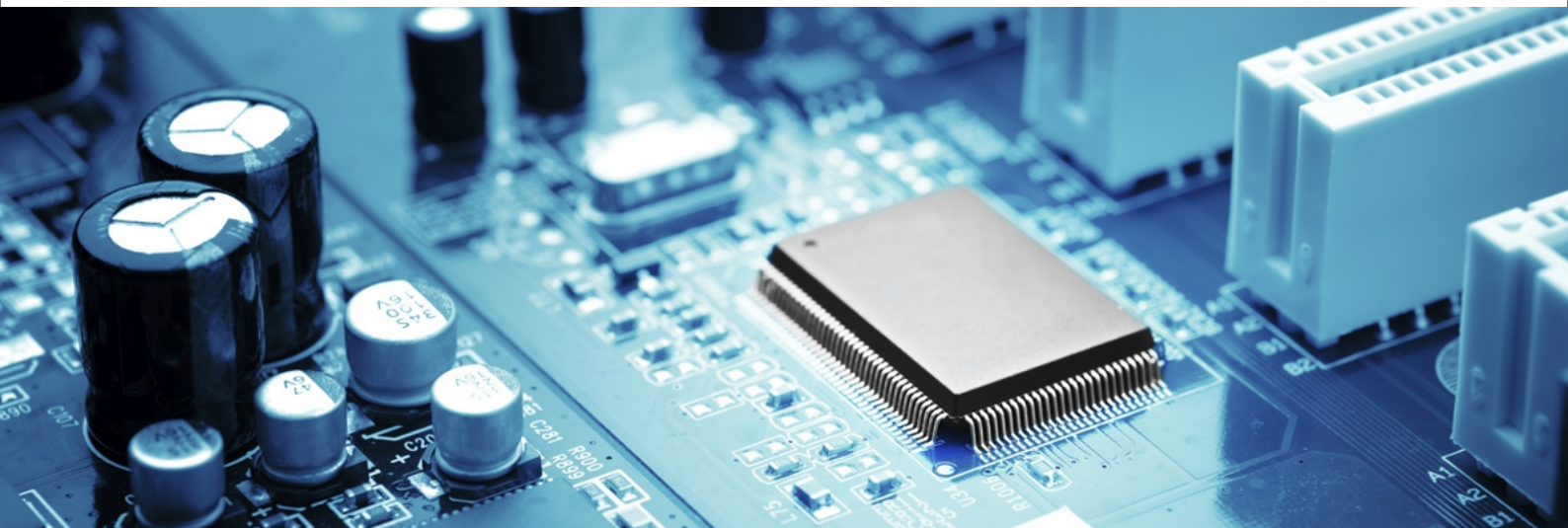
The company is in the business of refurbishing batches of used electronics goods and needed to keep track of the invoices generated.

As a practise, they mailed a copy of the invoice to every customer based on the information in Microsoft Dynamics AX so as to keep the customers informed about the sales which they had done with the company.

The process was being managed manually by the IT department and was labor-intensive. Also this meant that the invoices needed to be sent on time to all customers.

A daily list of invoices were maintained for the day based on which invoices were generated and sent to the customer by mail or post.

The business realized that a solution was required that had to be fast, scalable and had to focus on reduced labor costs in both document preparation, as well as automation, efficiency and time.



CASE STUDY

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SOLUTION

NDS Global developed an end-to-end automated mail processing solution which covered the entire process of manually sending out email or postal copies of the invoices to customers.

Based on customer preferences to receive the invoices, the parameters were maintained in Microsoft Dynamics AX. A new batch was created daily and a job scheduled for invoices that needed to be generated and sent.

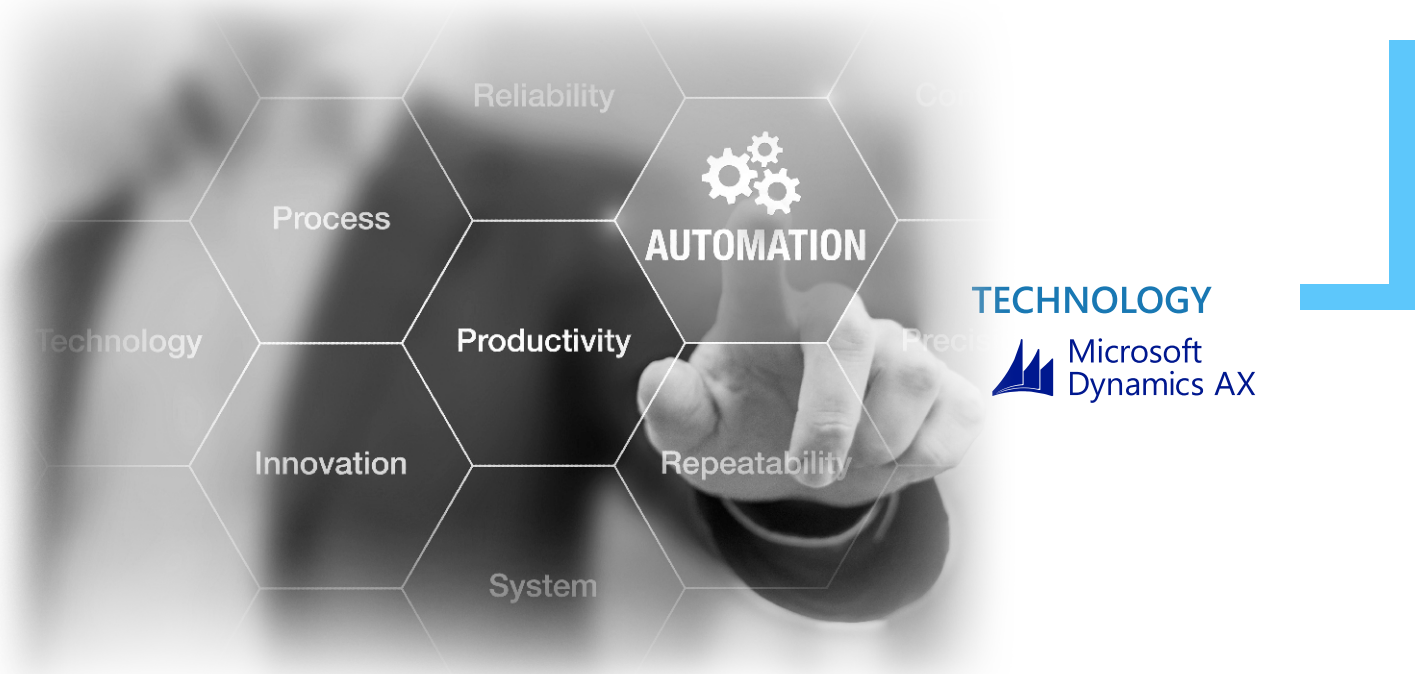
Additionally, the administrator could also run the process manually in case of emergencies.

Error logs helped to capture the status of invoices sent so as to keep the business informed about the success or failure of the batch jobs.

BENEFITS

The automation allowed the business to gain efficiency and additional benefits:

- Time saving since the system need not be checked manually for invoices to be sent
- Processing time was reduced to almost in half
- Ability of business to track if the invoices are not being sent and the reason for the same
- Dashboard visibility of the status of all invoices
- Chances of manual errors is significantly reduced as manual intervention is minimal



ABOUT NDS GLOBAL

NDS Global, a trusted Microsoft Gold Partner, offers its customers consulting, implementation, development and support services on Enterprise, Cloud & Mobility for digital solutions.

NDS Global helps customers realize results in a digital world through business technology solutions, cloud and managed services that combine insight, innovation and expertise focused on Microsoft technologies.

Our solutions span across Microsoft Project Online, Microsoft CRM Online, Microsoft SharePoint Online, Office 365, Dynamics 365, Microsoft Dynamics AX, PowerBI & Azure.

Headquartered in the US since 1999, we are preferred partners to customers in USA and India. Our customers span across Consumer Goods, BFSI, Infrastructure, Manufacturing, IT/ITES, and Retail.

A strong team of 180+ Microsoft consultants have provided many a success stories to Enterprise & Small/Medium customers globally.



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