BDO Accelerates **Digital Transformation** with **Microsoft Stack Adoption**

D365 Business Central I Dynamics 365 Sales I Power Apps | Power BI

Business Overview

BDO East Africa (BDO EA), a centrally managed network of offices across Kenya, Uganda, Tanzania, Rwanda, and Ethiopia, is part of BDO International—a global leader in professional services. Through its network of partner firms, BDO EA serves neighbouring countries like Burundi, Djibouti, Eritrea, South Sudan, Somalia, and DR Congo, catering to clients listed on major stock exchanges worldwide.

Faced with operational bottlenecks and scalability challenges posed by outdated systems, BDO EA embarked on a transformative journey to modernize its operations, achieve seamless scalability, and unlock new growth opportunities in a digital-first world.

Business Challenges

BDO EA's leadership identified critical areas causing bottlenecks and requiring transformation to support their vision of accelerated growth:

Fragmented Financial Systems: Offices across different locations relied on disparate accounting platforms like Sage, QuickBooks, Odoo, and Peachtree, causing inconsistencies and inefficiencies.

Group Reporting Delays: The lack of integration between the accounting softwares used across various offices made it difficult to consolidate financial data, leading to delays and a time-intensive financial reporting process.

Cross-Country Data Visibility: Ensuring local compliance while enabling centralized, real-time financial oversight was critical. BDO needed a solution that enabled each office to record transactions in their respective country account while ensuring centralized visibility and seamless consolidation of financial data across countries.

Complex Reporting Needs: Preparing Annual Financial Statements for each Service Line & Cost Centre remained a challenge.

Multi-Currency Reporting: The requirement to prepare group reports in both USD and the local currency for each country was a cumbersome manual process, leading to inefficiencies and increased potential for errors.

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Customer Onboarding: The onboarding process lacked automation, making it labour-intensive and prone to delays. The process includes interaction with customers to get required information to quickly facilitate customer onboarding.

Document Management: Sales document handling lacked integration and automation. Keeping Sales documents in SharePoint & accessing it using Sales Application needed integration & automation between D365 Sales & SharePoint.

Alletec's Approach and Solution

Alletec collaborated with BDO EA to develop and execute a comprehensive digital transformation strategy and roadmap. The roadmap focused on setting up a modern architecture, seamless integrations, scalability, and automation to drive efficiency and growth. The cornerstone of this solution was utilizing the power of the Microsoft Stack, specifically with - **Dynamics 365 Business Central (ERP), Dynamics 365 Sales (CRM), Power Apps & Power BI.**

Solution Highlights

The architecture was designed to ensure scalability, high performance, and seamless data flow between components. The key solution components included:

- **Unified ERP and CRM Systems**

  - **Dynamics 365 Business Central**: Implemented core modules for financial management, purchase and sales processes, multi-currency reporting, and intercompany transactions.
  - **Dynamics 365 Sales and Power Apps**: Automated customer onboarding, streamlined proposal tracking, and facilitated lead generation with integrated tools.
  - **SharePoint Integration**: Enabled centralized document management, enhancing searchability and accessibility.

- **Automation and Insights**

  - **Power BI Dashboards**: Provided real-time insights into key performance metrics across offices and service lines.
  - **Lead Automation**: Streamlined lead generation through email integration, business card scanning, and external application sync.

- **Local Compliance | Integration**

  - **Multi-country business unit configuration** to ensure localized compliance and centralized reporting.
  - **Seamless integration between ERP and CRM** systems to enable efficient data flow.

Impact and Results

The **Microsoft-powered transformation** delivered measurable business outcomes for BDO EA:
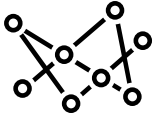
Operational Scalability Across Six Countries
- Unified financial management across Kenya, Uganda, Tanzania, Rwanda, Ethiopia, and DR Congo.
- Centralized operations, reducing inefficiencies and enabling real-time visibility into transactions and performance.

Enhanced Financial Reporting
- Automated group consolidation and multi-currency reporting reduced errors and accelerated financial close cycles.
- Service line and cost center-wise reporting improved decision-making.

Seamless Connectivity Across Systems
- Integrated Dynamics 365 Business Central and Sales ensured a single source of truth for data across departments.
- SharePoint integration enhanced document organization and accessibility.

Data-Driven Decision Making
- Real-time insights from Power BI dashboards empowered leadership with actionable intelligence for strategy and planning.

Streamlined Lead and Proposal Management
- Automatic lead generation and proposal tracking improved efficiency and responsiveness.

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Alletec's Role in Driving Digital Transformation

Alletec was instrumental in BDO EA's journey toward digital excellence by:

- **Strategic Roadmapping**: Collaborated with leadership to design a future-ready transformation plan.

- **Comprehensive Solution Design**: Developed a scalable architecture aligned with BDO EA's unique requirements.

- **End-to-End Implementation**: Delivered tailored Microsoft solutions with minimal disruption and maximum impact.

- **Empowering Data-Driven Growth**: Ensured the implementation enabled measurable outcomes, from operational efficiency to improved customer satisfaction.

Alletec's expertise has positioned BDO EA as a digitally empowered organization, ready to scale and thrive in a dynamic, technology-driven landscape. With enhanced agility, automation, and customer responsiveness, BDO EA is now equipped to extend this transformation to additional regional clusters across Africa.

Alletec continues to be a trusted partner in BDO EA's journey, enabling sustainable growth and innovation through Microsoft's modern technology stack.

> *Success with Microsoft Business Applications projects is guaranteed with Alletec.*
>
> **Sandeep Khapre, Regional CEO, BDO East Africa**

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