



AVANADE® CASE STUDY

GET HR & Security Utilizes Powerful ERP Solution that Provides New Levels of Efficiency Across the Business

With Microsoft Dynamics AX, Human Resource Management Organization Gains Business Insight, Unifies Operations, and Provides Cost Savings

For GET HR & Security the start of the new millennium meant an important transition. In 2000, GET evolved from a product-driven organization to a project- and service-based organization. With this change, the company needed an IT platform that could fully support its new structure.

GET found this platform in the ERP solution Microsoft Dynamics® AX. Today, GET has been using the new IT system for over one year, and over that time, its executives have realized that beyond the important impact the solution had on software and business processes, the ERP implementation had just as much impact at the human level of the organization.



OVERVIEW

Industry

Human Resource Management
Time Registration

Geography

Belgium

Solution Summary

GET HR & Security partnered with Avanade to implement Microsoft Dynamics® AX.

Technology

▶ Microsoft Dynamics AX

Benefits

- ▶ Consolidated disparate operations under one business solution
- ▶ Gained valuable business insight
- ▶ Reduced scheduling inefficiency costs
- ▶ Improved project management
- ▶ Enabled strategic business planning

CUSTOMER BACKGROUND

GET HR & Security

For more than 40 years, GET HR & Security has been conceiving, developing and implementing ICT solutions to optimize their clients HRM and security management programs. Over 120 GET HR & Security employees serve hundreds of clients in Benelux and France, in government and industry, from SMEs to multinationals, relying on them each day for the smooth operation of these critical applications.

BUSINESS CHALLENGE

2000 was a decisive year for GET. The company made its definitive transition from a product driven organization to a project and service based organization. The change made clear the need for a proper IT platform specifically tuned for such an organization. Previously, there was no automatic integration between finance, planning, order and stock management, and planning was decentralized. In addition, the planning was not the least bit flexible and had to be continuously updated.

THE SOLUTION

GET needed to select the ideal software solution. Different software vendors had their time in the spotlight during the review: SAP, Microsoft Dynamics™ NAV, Microsoft Dynamics AX. After thorough evaluation, GET chose to implement Microsoft Dynamics AX. "Microsoft Dynamics AX has, as far as GET is concerned, more and especially the right functionalities and possibilities" says Yves D'Hooghe, CEO of GET HR & Security.

After the "go-live" date, key-users become more familiar with the system than the rest of the employees. GET recognized that this knowledge gap would need to be kept under control at all times. To keep the gap as small as possible, sufficient training needed to be provided. Due to the different levels of familiarity with the system, it was important to keep the training sessions and workshops really hands-on and accessible for everyone.

"It's important to not only appoint the technical thought leaders of the company as the project's key-users. Make sure you also choose a number of people who have a clear overview on all business processes in the organization. Go for empathic people who can motivate others and can keep other employees enthusiastic about the project during the implementation and after the "go-live"" says Yves D'Hooghe.

AVANADE VALUE

GET needed an implementation partner and Avanade made the final cut as best possible choice. "Avanade's ERP solution for Professional Services showed a very high functional fit with our requirements. Avanade will also keep investing in this business niche," says Yves D'Hooghe. "The project approach of Avanade, one of their strengths, is very realistic and the regional business director was closely involved in all project phases and discussions. That gave us a lot of trust."

Avanade partnered with GET to assist them through the profound period of change following the adoption of the new system. To facilitate the ERP transition as much as possible, a large number of tools were embedded in the ISO-certified project approach used by Avanade. The company worked side-by-side with all key-users, and a steering group and a project team were appointed to keep the project on track. In addition, GET wrote its own ERP manual in cooperation with Avanade to get better acquainted with the system.

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RESULTS

Since the implementation of Dynamics AX the planning at GET has been done with the Avanade ERP for Professional Services scheduling tool. This tool allows for centralized as well as a decentralized planning. Consultants and project managers can organize their own work and the planning of the technicians is centralized. This empowers GET and its employees while giving the company a clear overview of its billability. “With the scheduling tool we fully automated our planning. This allowed us to save 1.5 FTE’s, that we can now book on other projects.” says Yves D’Hooghe.

Additionally with the new Microsoft Dynamics™ AX functionality, every dispatcher has a view into the ‘Service Level Agreements (SLA) of all different customers. In case of an incoming service-call the dispatcher can immediately take the correct action for that specific customer. Certain customers, for example, pay more for a speedier service. The direct integration of the system enables a profound automation that saves GET a lot of time, work and money. Also the project managers are more closely involved in the invoicing process. They can set the invoicing milestones of their projects themselves and they can initiate invoicing. Naturally this entails more discipline from their side.

An ERP-platform is required to always evolve and grow simultaneously with the organization. For that reason, GET closed a special partnership with Avanade for the continuing support of their Microsoft Dynamics AX application.

Avanade will make sure the GET-application is perfectly aligned to their changing requirements and those of their respective customers. Together with their Avanade support team, GET discusses the upcoming projects for the following 12 months while keeping in mind a time-buffer for urgent matters that can pop-up unexpectedly and need to be tackled right away.

“It’s clear that with Avanade’s capabilities around Microsoft Dynamics™ AX we now house an ERP system that fully supports all the business processes of our dynamic organization, now and in the future,” says Yves D’Hooghe. “This way we can always meet the changing demands of our customers.”

About Avanade

Avanade is a global IT consultancy dedicated to using the Microsoft environment to help enterprises achieve profitable growth. Through proven solutions that extend Microsoft technologies, Avanade helps enterprises increase revenue, reduce costs, and reinvest in innovation to gain competitive advantage. Avanade consultants deliver value according to each customer’s requirements, timeline, and budget by combining insight, innovation, and the talent of our global workforce. Avanade, which is majority owned by Accenture, was founded in 2000 by Accenture and Microsoft Corp. Avanade has more than 9,000 professionals serving customers in 22 countries worldwide. Additional information can be found at www.avanade.com.

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