



CASE STUDY

Eclosia Group unifies data from 35 companies to promote quality assurance

Intelligent business operations improve traceability to build supply chain trust

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After five decades of considerable growth and expansion, Mauritius's leading food production and services group needed a better way to manage its finance and operations. A new and improved ERP system could help it achieve the consistency and predictability required to maintain the principle of uncompromising quality upon which the company was founded.

Situation

Siloed operating systems cause inconsistencies and delays

Eclosia, a food processing, distribution and marketing group, is a major player in the Mauritian economy, employing more than 4,000 people in over 35 companies. However, many of these subsidiaries operated separately with its own tools, processes and working methods – some of them manual and paper-based.

With no shared, common financial system and about 20 different operating systems, employees experienced unnecessary complications and delays in delivering services and products to its business customers. For example, products in warehouses had limited tracking capabilities, so it was difficult to keep up with things like expiration dates and shipping statuses across companies. Invoicing and vendor management widely varied, causing inefficiencies, inconsistencies and process delays. If employees needed data from a partner company, they would have to wait at least a day to receive the information from other systems.

To maintain its leading industry position, Eclosia's leadership wanted greater visibility into and quality control over all products and services. The ability to analyze user data would require standard business processes. Since Eclosia grows by establishing new companies, it needed this capability to achieve smooth and quick implementations.

Solution

Intelligent operations with Microsoft Dynamics 365

After delivering an enterprise resource planning (ERP) envisioning and consulting study on the use of Microsoft technologies, Avanade was chosen to help the group with its transformation journey. Our leading strategy and deep knowledge and expertise in implementing large-scale ERP solutions offered Eclosia just what it needed to become a more intelligent enterprise and boost efficiency.

Microsoft Dynamics 365 for Finance and Operations on-premises was the platform of choice. We started with a common design and then rolled out the solution to Eclosia's companies with increasing complexity for finance and operations, including purchase and inventory, manufacturing, supply chain management, advanced warehousing, distribution and more.

The invoice dematerialization tool linked to Avanade's invoice matching solution – a key feature for the invoice approval process and electronic workflow support. Now, matching voluminous purchase orders to receipts and invoices is automated, easing the burden on the shared services center.

"This was a really ambitious project given the location in Mauritius," said Axel Lemarchand, chief technology officer at Eclosia Group. "Avanade's expertise, experience and strong involvement really helped us to make it a success. In less than a year, we got a product that is easy for both users and IT to use."

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With one IT infrastructure and database for all subsidiaries, Eclosia has replaced its costly, multiple systems with a platform that gives employees a single tool with a common finance language and a familiar way of working. As a result, employees now have access to shared master data and a shared services center across the group's 35 companies for standard product codes, supplier lists, vendor prices, codes and utilization rules.

"We now have a fully functional shared finance center where we can provide numerous standardized services, enabling substantial efficiency gain and cost reduction for all companies," added Denis-Claude Pilot, Eclosia Group's chief financial officer. "Avanade was instrumental in helping us get up and running. It is a major achievement."



Results

Consolidated data instills quality and trust in shared group processes

When operating in so many different service industries, communication, collaboration and trust are key. A single view of its data and greater automation and mobility allows employees to deliver a more consistent and higher quality customer service. At the same time, Eclosia's business customers can rest assured that they get reliable services and quality products to pass onto their customers.

We helped Eclosia achieve all seven of its main business objectives to give its employees a common way to work that ensures accuracy and excellence:

- **Shared services** to help employees better manage vendors and provide consistent invoicing
- **Reliable product costing** at all stages of manufacturing
- **Enhanced product traceability** with bar code scanning and automated quality control
- **Harmonized processes** to allow employees to follow margins by product, product category and brand, which facilitates better decision-making
- **Anytime, anywhere access** to reliable stock levels and prices, which speeds processes and reduces workloads
- **Better supply chain management** that uses a pull-based method for automated intercompany replenishment
- **Streamlined business processes** that are faster and more reliable with electronic file transfers and automated intercompany order flows, helping to increase Eclosia's agility, improve time to market and cut costs

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“By bringing all companies into one core model, we are greatly improving processes and, as a result, the quality of our business,” said Gérard Boullé, chief operating officer and program sponsor at Eclosia Group.

As it continues to grow, having a future-ready ERP tool and standard business processes will help Eclosia deploy new activities and product lines. Its data is now a strategic asset that can infuse intelligence across business process, so employees can focus on driving business value and satisfying customers.



About Eclosia

Eclosia was born of the dream of Michel de Spéville. Passionate about nature and farming, his vision has always been to reduce Mauritius' dependence on foreign products and contribute to making it a self-sufficient country. With a skilled and tight-knit team at his side, and following the principle of uncompromising quality, the company evolved in a few decades from a start-up into a respected, diversified, and robust group in the Mauritian economic landscape.

Today, its activities are regrouped into six sectors: Food, Commerce, Logistics, Business Services, Education, and Hotels & Leisure.

The group expanded and operates in Africa and in the Indian Ocean region, mostly in Madagascar. With more than 35 companies under its wings, the group employs over 4000 people. With revenues close to 15 billion Mauritian Rupees, Eclosia is in the Top 5 of the biggest Mauritian groups.

True to its roots, the Eclosia Group is engaged in promoting individual initiative and believes in the positive impact of entrepreneurship as a key for economic development, innovation, and social cohesion.



About Avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences on the Microsoft ecosystem. Our professionals bring bold, fresh thinking combined with technology, business and industry expertise to help make a human impact on our clients, their customers and their employees. We are the power behind the Accenture Microsoft Business Group, helping companies to engage customers, empower employees, optimize operations and transform products, leveraging the Microsoft platform. Avanade has 39,000 professionals in 25 countries, bringing clients our best thinking through a collaborative culture that honors diversity and reflects the communities in which we operate. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com

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