



News Release

MEDIA CONTACTS:

Avanade: Cheryl Yab

Phone: (65) 9867 6552

Email: cheryl.yab@avanade.com

N2N: Laura Manninen

Phone: (02) 9213 2302

Email: laura.manninen@n2n.com.au

Avanade Helps Interactive, Australia's Largest Privately-Owned IT Company, Transform Its Employee and Customer Experiences with Microsoft Dynamics 365

New unified finance and operations platform infuses intelligence across business processes to help Interactive drive double-digit growth over the next five years and be future ready now

Sydney, JUNE 3, 2019 - Avanade, the leading digital innovator on the Microsoft ecosystem, has helped [Interactive Pty. Ltd.](#) transform its finance and operations systems into a unified and highly scalable platform using [Microsoft Dynamics 365](#). The new solution provides Interactive employees with quick and easy access to data and insights, enabling them to deliver a better customer experience. This work is part of the company's transformation strategy to be future ready now and drive double-digit growth over the next five years.

Interactive's solutions include cloud and managed services, data hosting, disaster recovery and hardware maintenance. When reviewing its business processes and operational efficiencies, Interactive found its existing collection of finance and operations systems to be disparate, costly and inefficient - resulting in a poor employee experience that hindered its growth objectives.

In July 2018, Interactive selected Avanade to help it transition to Microsoft's cloud-based enterprise resource planning (ERP) solution which empowers employees with business intelligence and insights to make fast, informed decisions. With Dynamics 365 for Finance and Operations, Interactive's teams can gain data insights using Power BI, create intelligent business processes via PowerApps without writing code, and automate workflows between apps and services.

Avanade was also selected by Interactive to drive a cultural transformation from within so Interactive's employees could adapt seamlessly to a new way of working.

"Although we're in the early days of adoption, we're already seeing the benefits across our teams, including efficiencies in month-end reporting," said Ari Bouras, Interactive's Director of Business Transformation & Legal and Company Secretary, who was the Executive Sponsor of the project. "We selected Avanade Australia as our preferred partner on this journey because of its proven ability to effectively deliver the solution, and therefore the value, impact and results we required, within a short period of time."



"With our deep expertise and breadth of capabilities focused on the Microsoft ecosystem, Avanade is thrilled to have been Interactive's technology partner of choice in its digital transformation journey to be future ready now," said Mac Ghani, Managing Director, Avanade Australia. "Empowering employees with the right technologies and engaging them with a great experience leads to value for the business through increased cost efficiency, productivity and growth. In fact, research by [MIT Sloan Center of Information Systems Research \(CISR\)](#) shows that top-performing companies in employee experience achieve double the customer satisfaction and innovation, and 25 percent greater profitability compared to competitors."

Research published by industry analyst, Forrester: "[The Forrester Wave™: Microsoft Dynamics 365 Services, Q2 2019](#)", positioned Avanade as the leader in its category, highlighting "[Avanade's] deep relationship with Microsoft, gives it the ability to drive business transformation across the Microsoft business applications stack". The report added, "In our assessment Avanade also had one of the best structured models for providing long term support for Dynamics 365 deployments".

#

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 36,000 professionals in 24 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.

About Interactive Pty. Ltd.

In 2018, Interactive celebrated 30 years of success in Australia and New Zealand. Our business was founded on the desire to enable our customers to worry less about their IT and focus on their businesses. We continue the founding vision through our four primary lines of business – Cloud & Managed Services, Data Centre, Business Continuity and Hardware Maintenance.

Interactive is able to deliver regardless of whether our clients are utilising on-premise, co-located, private cloud or any number of public cloud providers. Underpinning these capabilities is 30 years of excellence in Service Delivery. Our focus on customer intimacy is reflected in our customer satisfaction scores which consistently rank us as leaders in our field. With ISO9001 and ISO27001: Data Security certifications along with a variety of other accolades, Interactive is the partner of choice for over 2,500 customers from enterprise to SMB. We remain committed to being an Employer of Choice for top talent and actively promote a sustainable and diverse operation to limit our environmental impact wherever possible.