

Fact sheet

RapidResults for Service Industries



Avanade ERP for Service Industries is a fully integrated solution powered by Microsoft Dynamics AX. Powerful project management and accounting capabilities are critical to ensure profitability, for Service Industry firms.

We all know the challenges of implementing an all-encompassing and complex ERP solution. Avanade's RapidResults program is designed to help your service business to implement best practice business processes to align functionality with technology when implementing an ERP solution.

RapidResults for Service Industries delivers a Logical Operating Model (LOM) to provide best practice business process flows designed to add significant customer value by delivering increased implementation speed, at reduced costs and with improved quality control and assurance - ultimately improving the customer's time to value of their Microsoft Dynamics AX for Service Industries deployment.

RapidResults for Service Industries bridges the gap between business and technology by leveraging leading practice business processes for Project and Field Service Management-oriented companies, covering:

Project and Service Operations

- Develop & Sell
- Buy, Make & Distribute
- * Resource & Deliver
- Maintain & Manage

Enterprise Services

- Corporate Finance
- Finance Accounting & Operations
- Talent Management
- HR Services & Administration

The RapidResults Logical Operating Model for Service Industries provides a solid foundation including, but not limited to, key processes such as: quoting and estimating projects, defining work breakdown structures, defining project budgets, managing time and expenses by project, providing accurate and timely billing of projects, project defect and service management, and project closure.

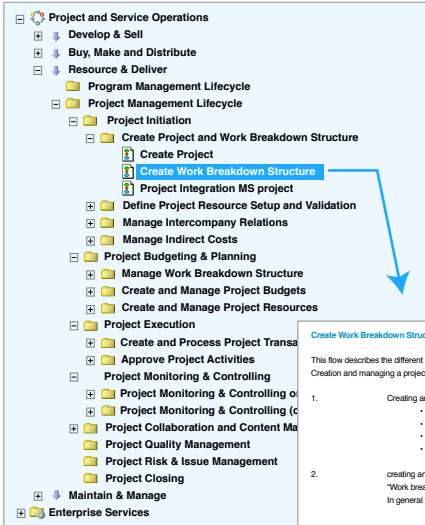
Throughout the lifecycle of the project, key reporting and analysis is configured to ensure stakeholders are regularly updated on the progress of the project.

This release delivers a pre-configured environment, a business process hierarchy and business process flows with more than 190 processes with training documents based on the content in the process flows and template test scripts.

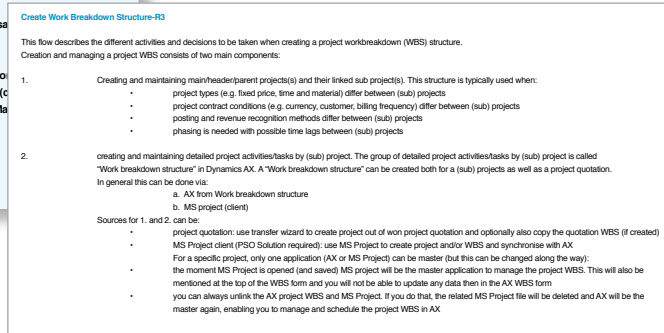


From Accenture and Microsoft

Business Solution Process Hierarchy



Break Down Structure (Instructions To Populate Form Are Included)

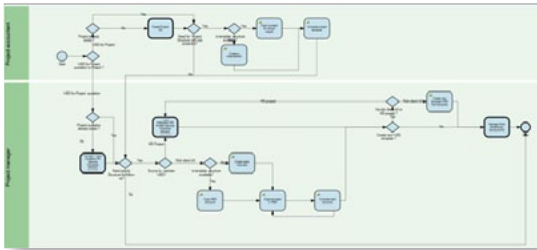


Processes supported include:

- Project Management and Accounting
- Service Management
- Collaboration and Content/Document Management
- Out-of-the-box integration with MS Project (Client)
- Out-of-the-box integration with Mobile apps for Timesheets, Expenses and Approvals
- Out-of-the-box Enterprise Portal activities for Project and Service Management
- Out-of-the-box main AX reports for Project & Service Management
- Cross Industry processes for Buy, Make, and Distribute, Corporate Finance, Finance Accounting & Operations, Talent Management, and HR Services, and Administration
- Main integration with other AX modules, such as General Ledger, Procurement and Sourcing, Inventory Management etc.

[Visit our ERP Service Industries page](#)

Business Process Flow Linking To Dynamics AX Screen Forms



Rapid Results, leveraged throughout the full lifecycle of diagnostic and implementation as well as post-implementation support, will help you implement an ERP environment more quickly and affordably than you thought possible.



About Avanade

Avanade helps customers realize results in a digital world through business technology solutions and managed services that combine insight, innovation and expertise focused on Microsoft® technologies. Our people have helped thousands of organizations in all industries improve business agility, employee productivity and customer loyalty. Avanade combines the collective business, technical and industry expertise of its worldwide network of experts with the rigor of an industrialized delivery model to provide high quality solutions using proven and emerging technologies with flexible deployment models—on premises, cloud-based or outsourced. Avanade, which is majority owned by Accenture, was founded in 2000 by Accenture LLP and Microsoft Corporation and has 20,000 professionals in more than 20 countries. Additional information can be found at www.avanade.com

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North America

Seattle
Phone +1 206 239 5600
America@avanade.com

South America

Sao Paulo
Phone +55 (11) 5188 3000
LatinAmerica@avanade.com

Africa

Pretoria
Phone +27 12 622 4400
SouthAfrica@avanade.com

Asia-Pacific

Singapore
Phone +65 6592 2133
AsiaPac@avanade.com

Europe

London
Phone +44 0 20 7025 1000
Europe@avanade.com