

Avanade and Trebuchet execute an IT Mobilisation plan for Enterprise Resource Planning



Partnering Avanade to deliver a flexible solution for global expansion

When Trebuchet Logistics expanded their operations from Northern Europe to Australia as part of a joint venture with one of the world's largest wine manufacturer, they knew they needed a strong technology partner to assist them to get their business operations off the ground.

As an advanced supply chain service provider, specializing in the fast-moving-consumer-goods industry, Trebuchet organises its clients' domestic and international deliveries using the most effective partner from its supply chain network. This model gives clients an optimised route to market that is scalable, cost-effective and takes advantage of a breadth of logistics partners while integrating with Trebuchet as a single coordination point globally.

Trebuchet's establishment of their Asia-Pacific operations commenced in Australia, subsuming the management of their clients supply chain management, warehousing and distribution. They already had existing operations in the Nordics serving Sweden, Norway and Finland. Their Nordic business was a well-established entity, providing supply chain solutions to approximately 20 companies.

Trebuchet credits the intellectual property in its enhanced Microsoft Dynamic AX system, used in their Nordics operations, as one of its competitive advantages. The Microsoft technology platform simplifies the data exchange with customers by delivering a single integration gateway. It was imperative that they emulated the same technology platform to realise similar success with their new business in Australia and other markets in the future.

Business challenge

The challenge for Trebuchet in expanding their operations to Australia, was how best to deploy their Nordic systems to a distant geography, in a different business environment, while maintaining the integrity of the business processes and solution that had worked so well for their business there.

In order to help them achieve this, Trebuchet chose Avanade as their solutions partner to manage the Australian implementation. Avanade was Trebuchet's technology partner in the Nordics and were able to combine existing knowledge about Trebuchet with local business know-how and technology expertise.

Avanade is a global organisation and was able to leverage its methodologies, work processes and global delivery centers to optimise the implementation schedule and activities. Trebuchet was able to take advantage of Avanade's capability from the Nordics, Australia and offshore locations to deliver the project with a flexible schedule, containing costs and providing ongoing managed support.

Avanade solution

"IT implementations work best when there is a genuine partnership between the business and the systems integrator. That is what Avanade do best."

As an experienced systems integrator, Avanade was also able to add value by advising on options for the project that would achieve better outcomes.

In a truly collaborative approach, they selected an architecture that maintained the core Dynamics AX platform of Trebuchet's Nordics business and allowed for localisations to be built and system improvements to be retrofitted to their Nordic operating systems. Avanade's solution also utilised a more adaptable integration tool to exchange data between Trebuchet, its clients, clients' customers and Trebuchet selected 3PL suppliers.

The project organisation was structured to include team members from both Trebuchet, Avanade and Fusion Factory. Also as Avanade is a global organisation, they were able to work in a geographically dispersed team to accelerate delivery of the project, containing costs and mobilising Avanade established governance framework to encourage a mutual understanding of the project and worked closely to devise a delivery model that ensured the scope would be fulfilled. Agile project delivery was employed to rapidly mobilise their IT plan within the constraints of a tight timeframe and budget.

Working in a globally connected team enabled the coordination of interdependent work across the regions in a 24 hour daily work schedule. In addition to this, Avanade utilised the services of their global development network (GDN) to access high quality skills and competencies, on a needs basis, to work in parallel with the Australian team during their daytime.

The result was a best-of-breed team focused on quality delivery in a true partnership engagement that provided the cost control and time control that Trebuchet was seeking.

The full spectrum of services that Avanade delivered includes:

- Program governance
- Project management
- Technology advisory
- Supply chain process consulting
- Application implementation
- Systems integration

Results Realised

"It has been a very good experience so far and we have great opportunities going forward with Avanade and our business concept. The global presence of Avanade is able to help us achieve these goals and we can't wait to go forward into new areas as well."

Avanade was able to provide a rapid IT mobilisation plan within a structured but agile delivery in a volatile environment, and against the tight financial constraints of a joint-venture.

Also as Avanade is able to provide managed support services, Trebuchet's business will continue to be supported and assisted into the future with a consistent support capability across both the Nordic, Australian operations, and beyond.

Trebuchet now have a solution that is built in a flexible and configurable way enabling it to scale and adapt quickly to change. The systems are able to support Trebuchet's plans for further business growth positioning them to take advantage of new customers and realize their vision of expanding their service offering to other markets in Asia-Pacific.



About Avanade

Avanade provides business technology solutions and managed services that connect insight, innovation and expertise in Microsoft® technologies to help customers realize results. Our people have helped thousands of organizations in all industries improve business agility, employee productivity and customer loyalty. Additional information can be found at www.avanade.com.

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