



ISS Case Study Dynamics 365

Client: ISS Global Forwarding
Industry: Logistics & Port Operations
Services Provided:



- Customer Relationship Management (CRM)
- Enterprise Resource Planning (ERP)
- Dynamics 365 Supply Chain Management
- Dynamics 365 Finance
- Dynamics 365 Human Resources

Client Overview

ISS Global Forwarding is a leading provider of logistics services, trusted by international organizations across industries for its sector expertise and sharp focus on customer service. ISS-GF's presence in over 60 countries means an unmatched mix of global perspective and regional knowhow that adds that decisive logistical edge to your business.

WHO WE ARE?



We are a pioneering Technology, Consulting, and Outsourcing company that delivers end-to-end IT solutions. We are headquartered in the UAE and have worked with clients across multiple industry verticals all around the globe. With nearly a decade of experience in delivering a wide spectrum of IT solutions, we have helped them transform their businesses maximizing their ROI and profitability by driving their success through our diverse range of services.

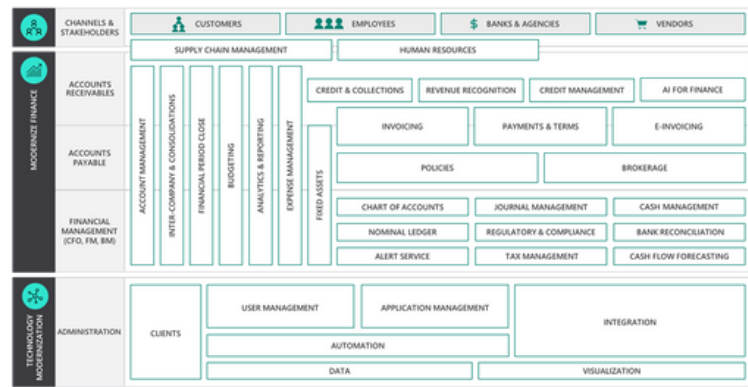
PROJECT OVERVIEW

To implement Microsoft Dynamics 365 across the organization to unify business processes, enhance productivity, improve customer engagement, and provide real-time insights for data-driven decision-making.

- Sales – Lead and opportunity management
- Customer Service – Case handling, omnichannel support
- Finance – Financial planning, reporting, compliance
- Supply Chain Management – Inventory, logistics, procurement
- Human Resources – Employee records, onboarding
- Project Operations – Resource planning, billing, and time tracking
- Marketing – Campaign automation and customer journeys



Functions enabling modern finance



Key Goals:

- Streamline and automate business processes across departments
- Enable a unified data platform with centralized reporting
- Improve operational efficiency and cross-team collaboration
- Enhance customer experience and engagement
- Support scalability and future growth through cloud readiness

Phases of Implementation:

Assessment & Planning – Business requirement gathering, GAP analysis

Design & Architecture – System design and module alignment

Deployment & Integration – Setup, data migration, third-party integrations

Testing & UAT – Functional and performance testing

Training & Go-Live – End-user training, phased rollout

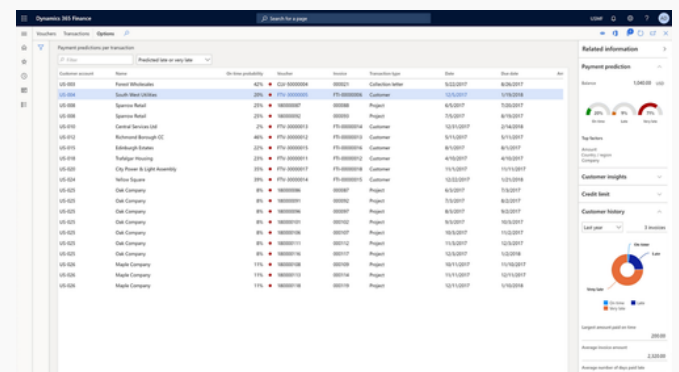
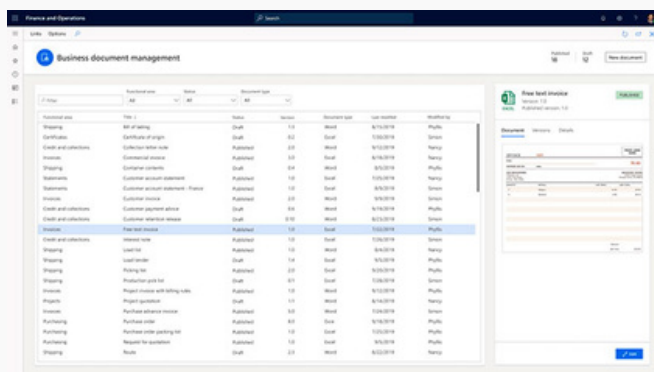
Post-Go-Live Support – Hypercare, change management, optimization

Technology Stack:

- Microsoft Dynamics 365
- Power Platform (Power BI, Power Apps, Power Automate)
- Azure Active Directory
- Microsoft 365 Integration
- Common Data Service (Dataverse)

OUR SOLUTION

Implementing Dynamics 365 Finance and Operations (D365 F&O)



RESULT

100% Achievement

100% Success Rate