

CASE STUDY

TVS Supply Chain

Fullscope provides TVS with a CRM solution that supports its growth plans.



TVS Supply Chain Solutions was using a CRM solution that was not robust enough to support the company's growth. The organisation, one of the world's fastest-growing supply chain specialists, also struggled to use the Remedy system effectively and efficiently because it had been overly customised.

TVS chose Fullscope, an Alithya company, to implement Microsoft Dynamics 365 because of Fullscope's fixed fee services; clearly defined, agile and iterative delivery methodology; and its ability to deliver in a defined timeframe. In an initial workshop with Fullscope, TVS discussed its objectives for the project. These were:

- Replace the ageing Remedy solution with a robust platform for growth
- Enhance client service, improve response and resolution and minimise case errors
- Reduce administration time and costs across the sales and service teams
- Provide clients with self-service case management capabilities for greater efficiencies

Business Outcomes

- Improve customer service using Voice of the Customer and Customer Service tools
- Improve productivity using the Self-Service Portal, the CRM App for Outlook and Customer Service tools
- Better support management decision making using the Reporting tool

- > Obtain visibility, metrics, KPIs for process improvement / root cause analysis
- > Meet contractual obligations for data capture and service delivery

These objectives were amalgamated into three business outcomes that Fullscope would use to tailor the Microsoft Dynamics 365 solution to the needs of TVS.

With Microsoft Dynamics 365, there is now a clear roadmap for the adoption of additional capability within the solution to support the organisation's growth goals. The Dynamics 365 Interactive Service Hub will help to drive efficiencies in TVS's customer service teams and improve customer responsiveness. Dynamics 365 enables TVS to manage SLAs and entitlements for major customer contracts, including Coca-Cola, Coors and Molson.

Fullscope is supporting TVS with continual training through Fullscope's D365 University program. It is driving user adoption with the 12-month User-Adoption Program and is supporting TVS post go-live with Adopt2Win.

GLOBAL PROVIDER OF WORLD-CLASS END-TO-END SUPPLY CHAIN SERVICES, REPLACED AN AGEING CRM SOLUTION – REMEDY, WITH DYNAMICS 365.

FULLSCOPE BECAME PART OF THE ALITHYA GROUP IN NOVEMBER OF 2018. Alithya is a leading strategy and digital technology company with over 2,000 highly skilled professionals delivering solutions across Canada, the US and Europe. Alithya's Microsoft practice covers a wide array of capabilities including Dynamics, Azure, business analytics, digital solutions, advanced analytics, application development and architecture. Focused on business outcomes, our combined companies have delivered Microsoft ERP, CRM, BI and digital solutions to over 1,200 clients. Alithya's global offering is to deliver strategy and digital technology services.

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