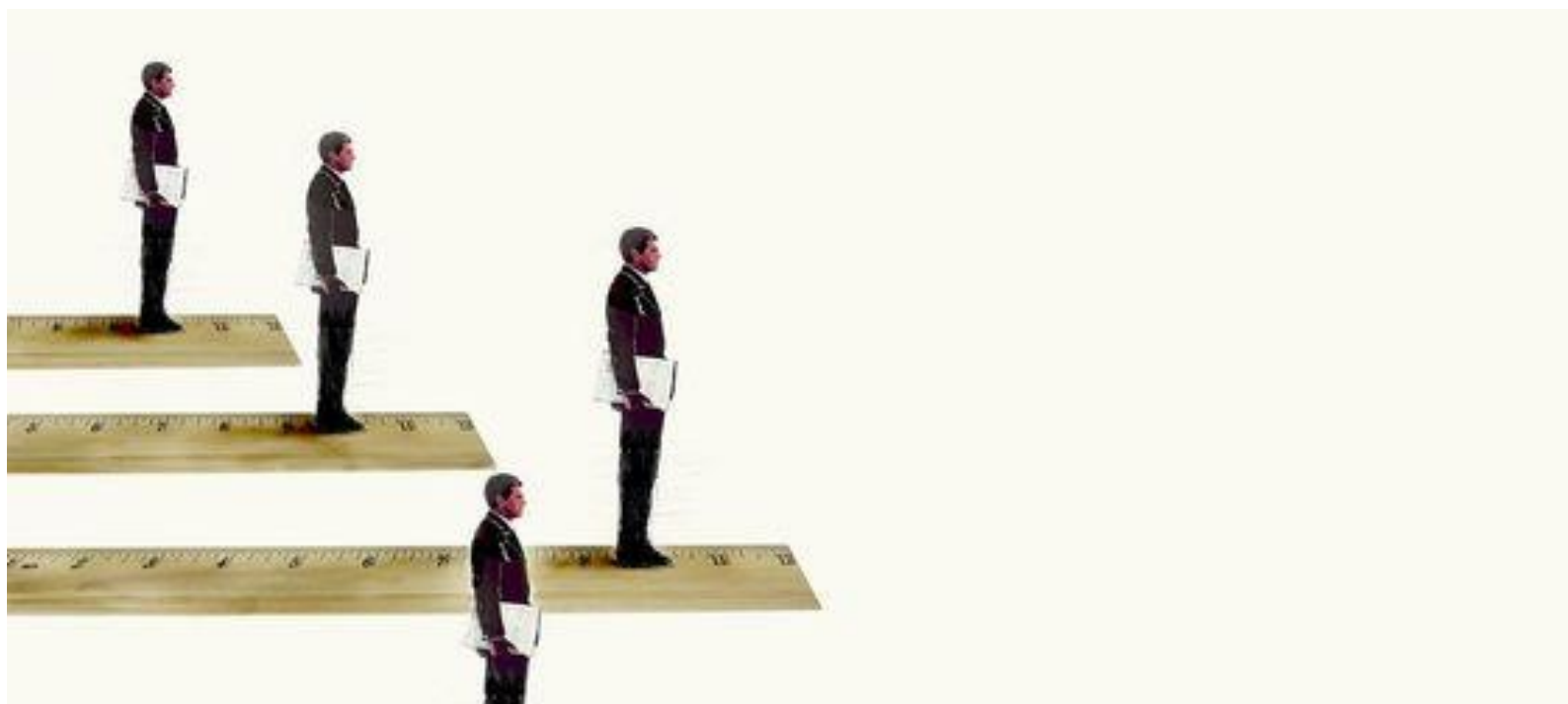


Services

Alexander Mann Solutions optimizes growth and performance with Dynamics 365

Talent acquisitions giant AMS modernizes ERP with Microsoft Dynamics 365, resulting in a predicted increase in financial benefits.

By Joel Wega



June 2023

Overview panel:

Customer: Alexander Mann Solutions

Industry: Talent acquisitions

Challenge:

In order to accelerate its growth trajectory over the next 10 years, AMS was looking to transform its finance management system (ERP) in order to generate better visibility and insights.

Solution:

Cathena Group supported the implementation of Dynamics 365 in new AMS subsidiaries.

Results:

- Intuitive user interface that enables use of flexible workforce
- 37% Increased operational performance and productivity
- Single-source of truth across operations

Alexander Mann Solutions is a global leader in contingent staffing and permanent recruitment based in the United Kingdom and which has had a steady progress over the last decade with many acquisitions.

The company specializes in managing talent acquisitions in several industries like consumer goods, government, healthcare and investment banking. In addition, the company provides solutions and trainings powered by AI in order to support recruiters.

To support its international acquisition strategy, AMS engaged Cathena to launch Dynamics 365 Finance and Operations.

Optimized finance and operations management with Dynamics 365

To support its growth plans, AMS needed a modern solution to launch new offices' acquisitions, leading them to migrate to Dynamics 365 Finance and Operation. Workforce supply has its own unique complexities and needs, and AMS partnered with Cathena to provide specific capabilities: AMS Management and Accounting Solution. Dynamics 365 is flexible, so unique functionality (that which is not available in the base product) can be easily extended through safe and upgradable modifications.

Proposing high quality workforce all over the world comes with a unique set of business requirements for ERP systems support. Here are a few of the business processes and needs that drive key systems requirements:

- **Analytics and reporting:** Reporting was a big focus for AMS, and they built an extensive data warehousing solution to aggregate data from Dynamics 365 and various other systems and a broad range of reports to support the diverse needs of the business users across services.
- **Automation in the billing process:** Billing automation with Dynamics 365 allowed AMS to meet target and save 40 percent in the operational durations. The Dynamics 365 finance management system is a primary enabler for automated accounting process which not only allowed them to save time, also resulted in a 50 percent increase in satisfaction of customers and suppliers.

Impacts and benefits

The impacts and benefits include:

- **Modern platform for growth:** Implementing a modern platform supports long-term growth and scale as AMS expands its services offering and moves into new regions and markets. With growth comes an increased volume of transactions. For example, from 2021 to 2023, the activity increased by 32 percent. However, by implementing Dynamics 365, AMS managed this increased volume without increasing workforce – instead, by increasing automation to make each worker more productive.
- **Intuitive user interface that enables use of flexible workforce:** If workers were out, AMS needed to quickly find alternate staffing solutions. With the old system, which was not intuitive to use and required a significant amount of training and institutional knowledge, AMS was unable to fully leverage a temporary workforce. With Dynamics 365, employees from across the operations and corporate level learned how to deal with the system.
- **Regular updates without consultants:** AMS uses the full benefits of software as a service (SaaS) ERP, and upgrades two to three times per year with minimal effort and maximum success. They do this with their own lean IT team and do not need to rely on expensive external consultants for updates.
- **Single-source of truth across operations:** Dynamics 365 serves as a single-source of truth and provides enhanced visibility across all operations. Today, AMS has about 200 reports and about 45 dashboards in Dynamics 365. Using Power Platform together with Dynamics 365, AMS provides the ability to aggregate the data and generate meaningful insights and reliable metrics. This improves visibility, performance, transparency, and accountability. Information that AMS's employees have with the system – with analytics, with dashboards – to help them make decisions.

What's next?

After implementing this multifaceted program of cost savings, organizational change management, and innovation, Cathena Group and the company are already working on initiatives to extend Dynamics 365 implementation across the organization's eco-system. The partners are also working on key digital initiatives such as improving the digital platform while investigating cutting-edge operational technologies. Additionally, Cathena Group will provide an outsourced BAU team to help AMS in its daily activities.