

# MICROSOFT DYNAMICS 365 BUSINESS CENTRAL FOR GHANA

TO  
DRIVE DIGITAL TRANSFORMATION

TO  
ENABLE ENTERPRISES IN GHANA  
TO ACHIEVE MORE



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**ABOUT US**

# COMPANY OVERVIEW

**AO HOLDINGS LIMITED** has dedicated operational support services units dubbed **Synergy Centres** that use handy resources to drive digital transformation to enhance the growth, productivity and fulfillment of enterprises.

We provide management information systems (MIS) and information technology enabled services (ITES) for corporate organizations, small and medium-sized enterprises, civil society organizations, development partners and government agencies. **We have teamed up with Microsoft** to deploy a range of innovative solutions in Ghana to enhance operational efficiency, streamline processes, and enable organizations to have the right digital tools for their core missions to achieve more.

We have **7 years of experience** in helping organizations deploy and optimise business productivity tools to obtain better value from the MIS. We have worked for **over 200 corporate clients in Ghana** and offer services to organizations in a number of countries around the world; Nigeria, Kenya, Germany, Spain, Cayman Islands and USA.

# OUR MISSION

Drive digital transformation with a golden forest of operational support services to enable entities in Ghana, Africa and beyond to achieve more.



**BUILDING TOGETHER**



# OUR VISION, VALUES & BUSINESS MODEL

## VISION

To champion digital transformation in every industry in Ghana, Africa and beyond with hundredfold returns to stakeholders

## VALUES

Integrity

Synergy

Excellence

Winning

## BUSINESS MODEL

Small is Beautiful

## GOAL

Supporting You To Achieve More

# DRIVING DIGITAL TRANSFORMATION IN GHANA & BEYOND

**MODERN WORKPLACE**

**APPLICATIONS &  
INFRASTRUCTURE**

**ENTERPRISE  
SOLUTIONS**

**DATA ANALYTICS &  
ARTIFICIAL  
INTELLIGENCE**

# TRANSFORMS THE WAY YOU WORK AND CONNECT

Our solutions support the unique needs of our clients with comprehensive capabilities for easy customization



We are committed to helping transform the way people do business with solutions that work the way they want to use it

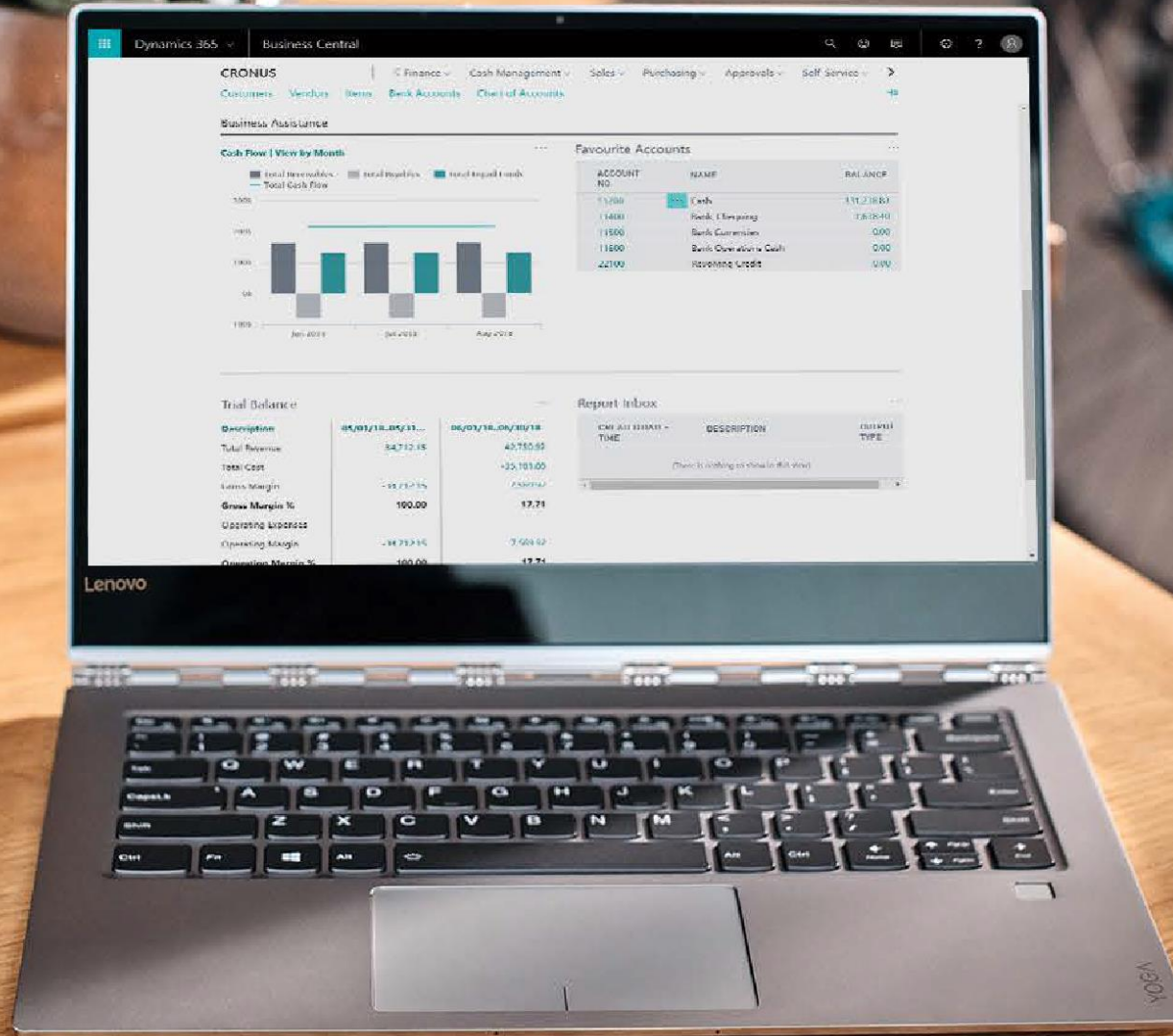
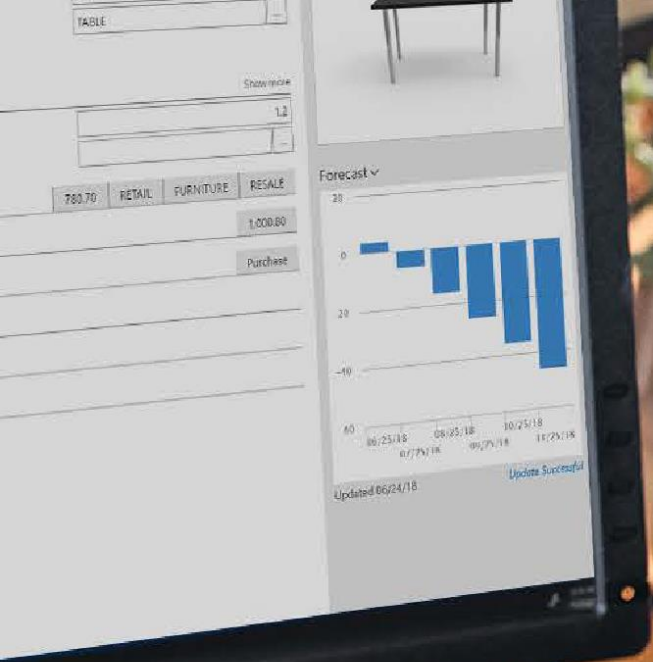





**MICROSOFT DYNAMICS 365 BUSINESS  
CENTRAL ERP**



# Microsoft Dynamics 365 Business Central



# Are you outgrowing your accounting system?



Siloed systems

Duplicate data

Manual processes

Insufficient reporting

Security issues

# Microsoft Dynamics 365 Business Central




Connect your business



Make smarter decisions



Start and grow easily



No longer have to  
store data in  
separate systems  
that don't work  
together  
– Get everything  
integrated.



Connect your business

# Deploy a single, comprehensive solution

Microsoft Dynamics 365 Business Central ERP has a complete vision for business applications, and it goes beyond what a simple stand-alone ERP solution or accounting software can do.

Automatically pull systems and processes together to manage financials, sales, service, customer service, human resources and operations.

The result – empowered people who make decisions that help increase your margins, improve your cash flow, and ultimately drive your business growth.



# Microsoft Dynamics 365 Business Central

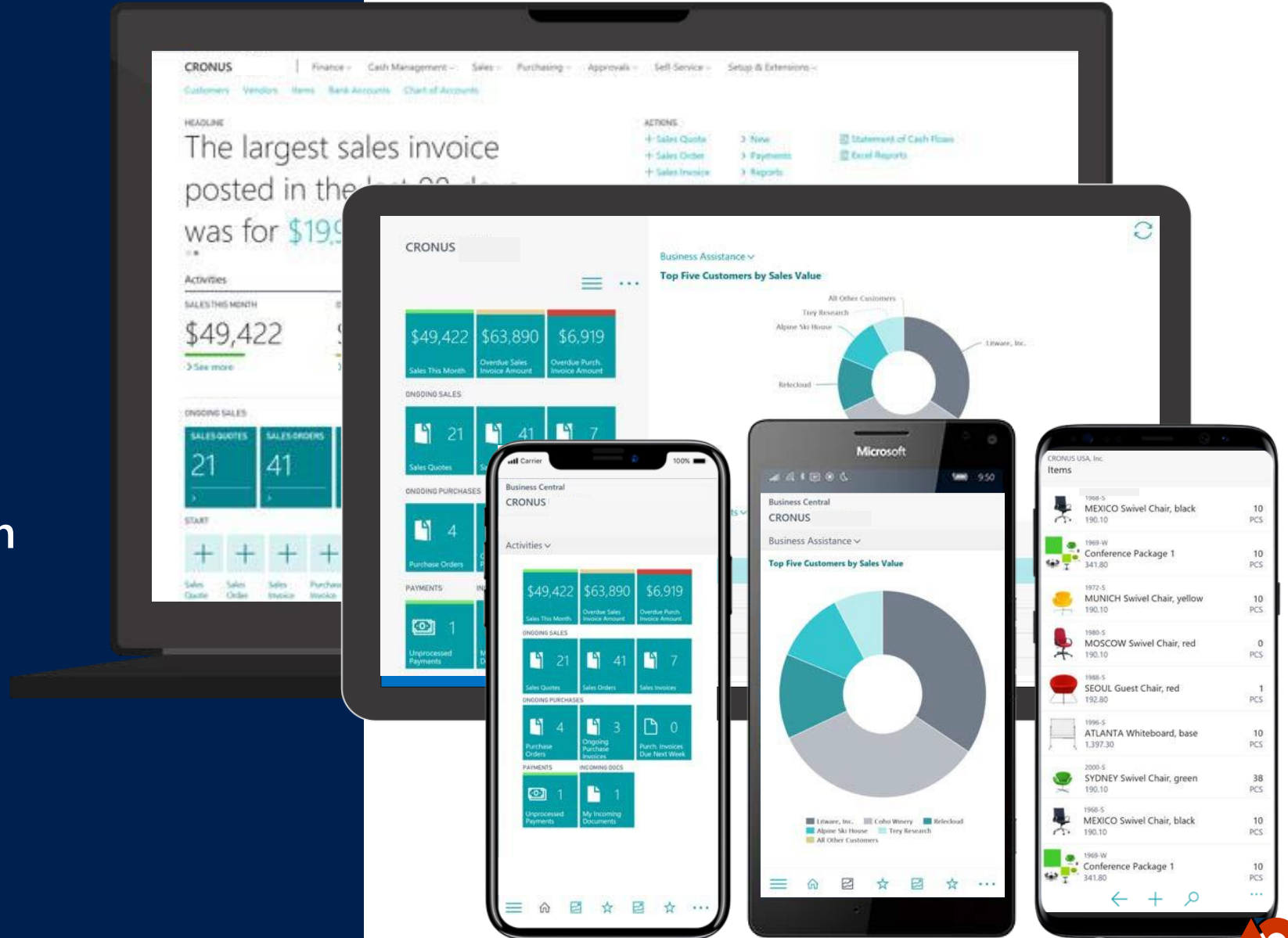
## Core Capabilities

 Financial management	Account receivables & payables	Bank reconciliation	Fixed asset management	Month/Year end closing
 Sales & service management	Quote generation	Contact management	Sales invoicing	Payment processing
 Project management	Capacity planning	Budgets and estimates	Job and process costing	Resource management
 Supply chain management	Inventory and Purchasing control	Shipment and distribution	Returns and cancellations	Procurement and vendor management
 Operations management	Forecasting	Production planning	Manufacturing capacity	Warehouse management
 Reporting & analytics	Customer insights	Self-serve reports	Interactive dashboards	Built-in intelligence

# Work where your business takes you

Desktop, laptop, tablet, or phone you get the same powerful capabilities and rich functionality

Get one experience that's consistent and secure across Windows, iOS, and Android.



# Manage quote to cash, all within Outlook

Create quotes, process orders, and submit invoices without leaving Outlook.

Access live data directly from Microsoft Excel to update items, sales orders, and purchase orders.

Customize outgoing documents such as quotes and invoices in Microsoft Word.

The screenshot displays the Microsoft Outlook interface with an email thread on the left and a Business Central integration window on the right. The email thread includes messages from Scott Mitchell and Jim Glynn. The Business Central window shows details for 'C00010 · Jim Glynn', including a balance of 8,036.40 and a past due amount of 5,278.78. A circular callout highlights the Business Central details section.

**Business Central Details:**

Balance (\$)	8,036.40	5,278.78
Fast Due		
LTD Sales	12,906.30	12,906.30
YTD Sales		

**Sell-to Customer Sales History:**

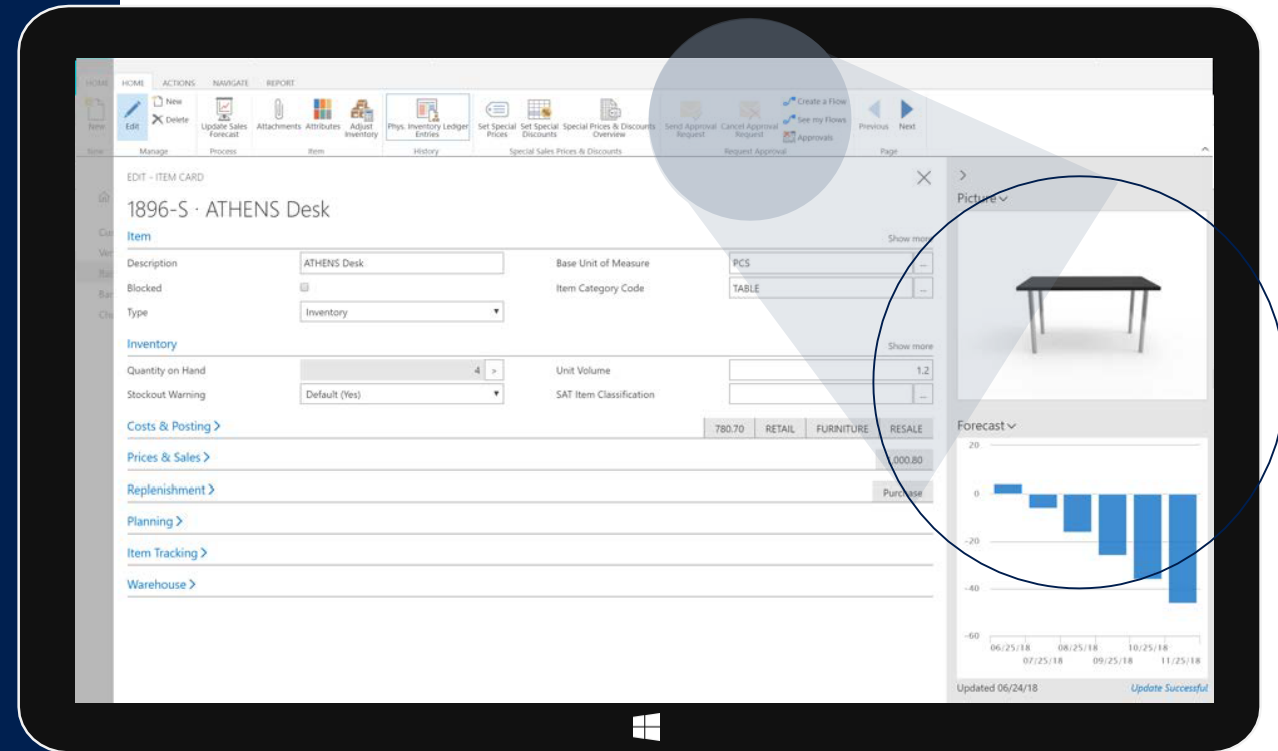
Net Overdue	2	0
2W		
4W		
Ongoing Sales Quotes	1	2
Ongoing Sales Basket Orders		



# Automate and secure business processes

Streamline business processes with easy- to-create workflows. Track cash flow and secure purchasing, credit authorization, and vendor payment processes.

Ensure compliance with audit trails and enterprise-level security.





# Make Smarter Decisions

# Get an end-to-end view of your business

Centralize data from finance, sales, service and operations to get an accurate view of your business.

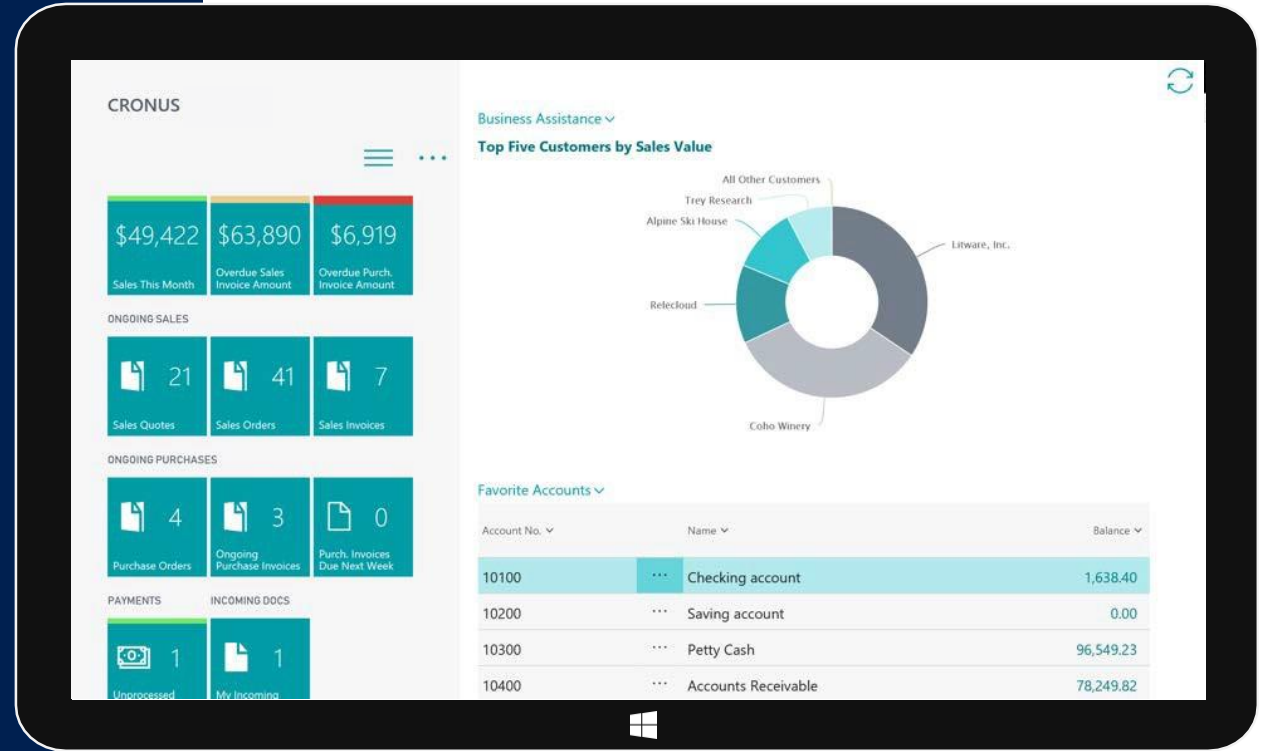
Real-time data updates help you spot trends, prevent issues, and deliver great customer experiences.



# Sell smarter and improve customer service

Focus on the right opportunities and track ongoing sales performance using custom dashboards and multidimensional reports.

Gain a comprehensive overview of service tasks, workloads, and employee skills to effectively assign resources, accelerate case resolution and better serve customers.

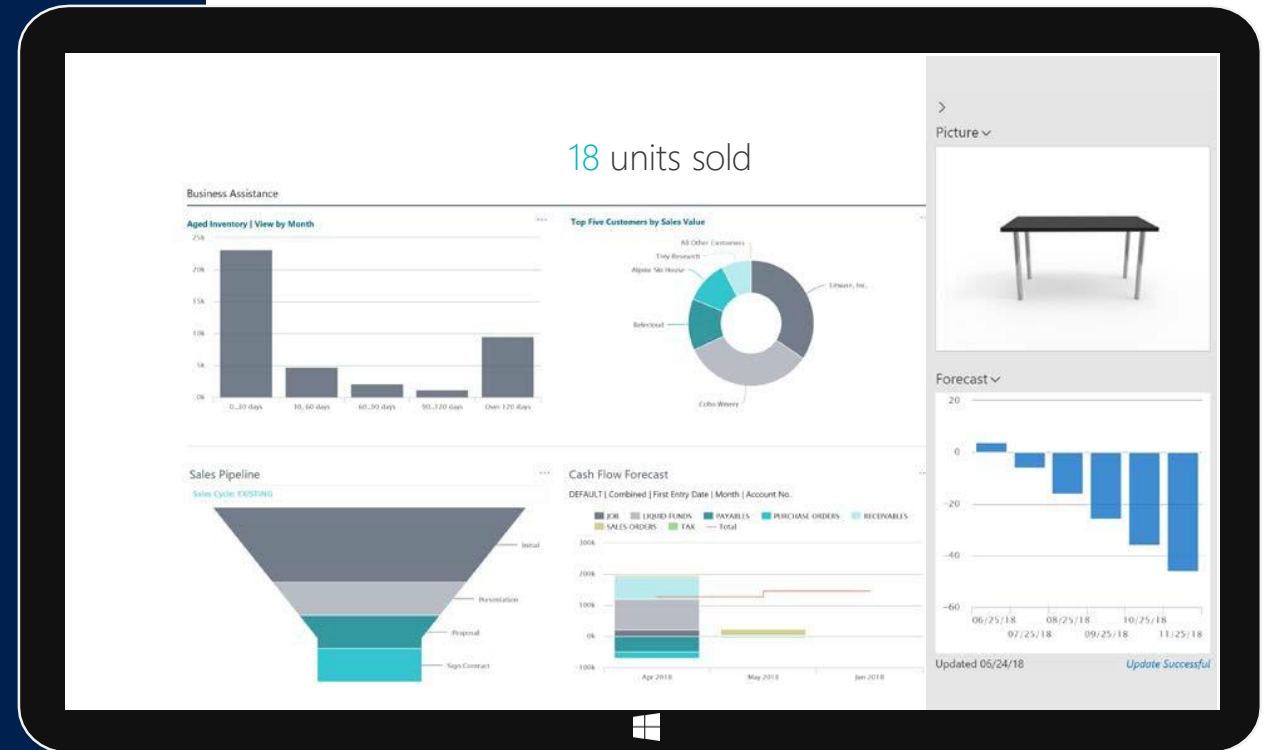


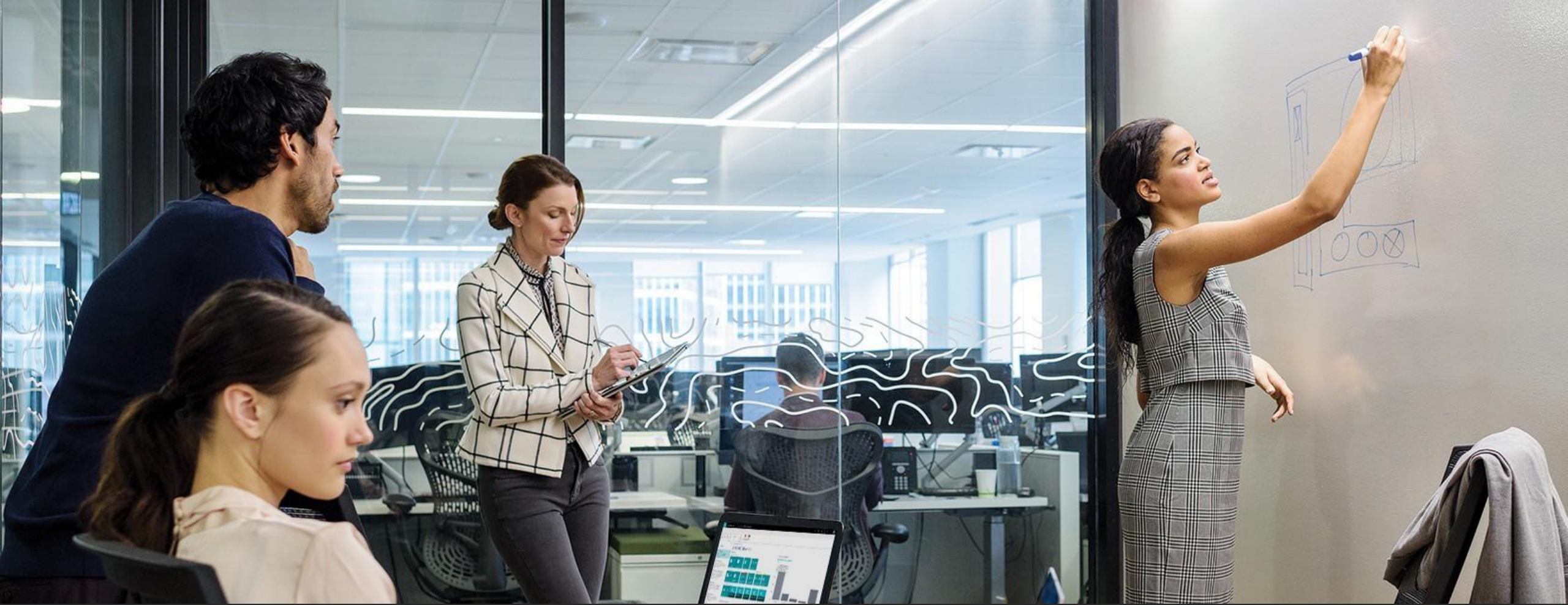
# Guide employees to optimal outcomes

Predict when and what to replenish with built-in intelligence, sales forecasts and dynamically updated inventory levels.

Get recommendations on when to pay vendors to use vendor discounts or avoid overdue penalties.

Manage budgets and monitor progress with real-time data on available resources.



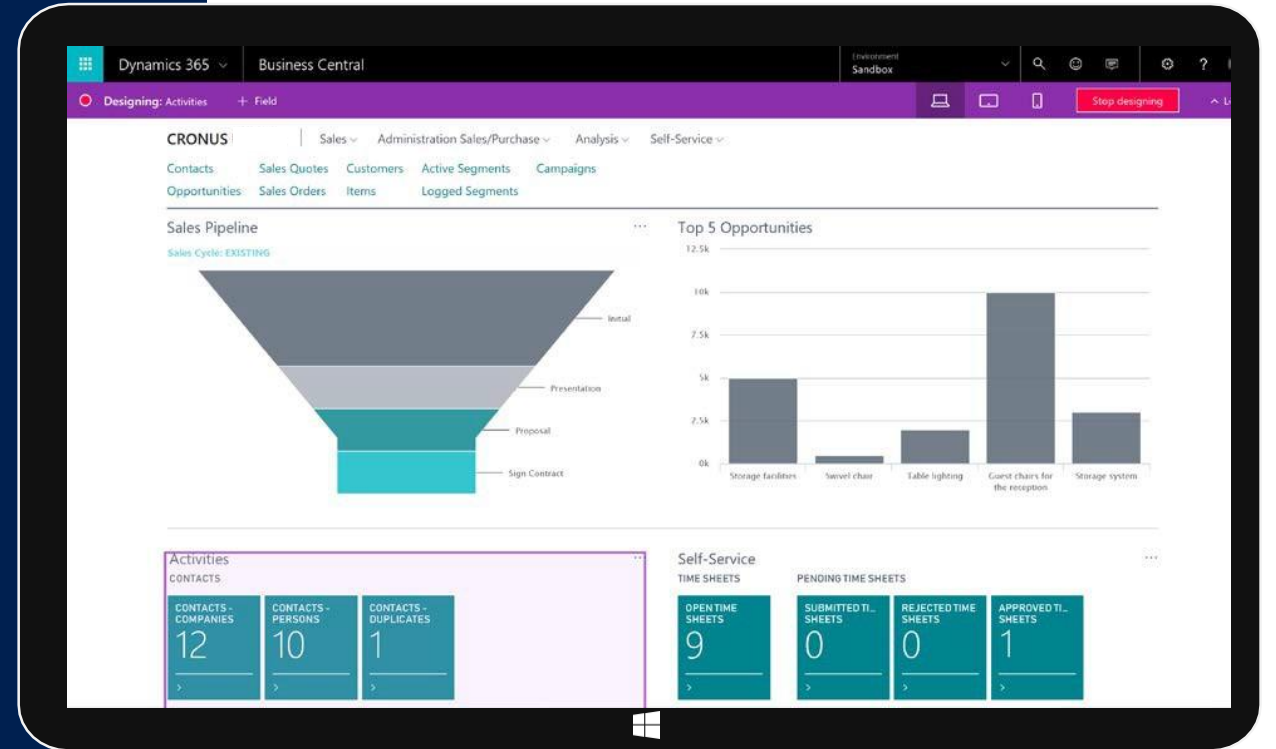


Start and grow easily

# Tailor to your needs

Customize applications to support your unique business needs.

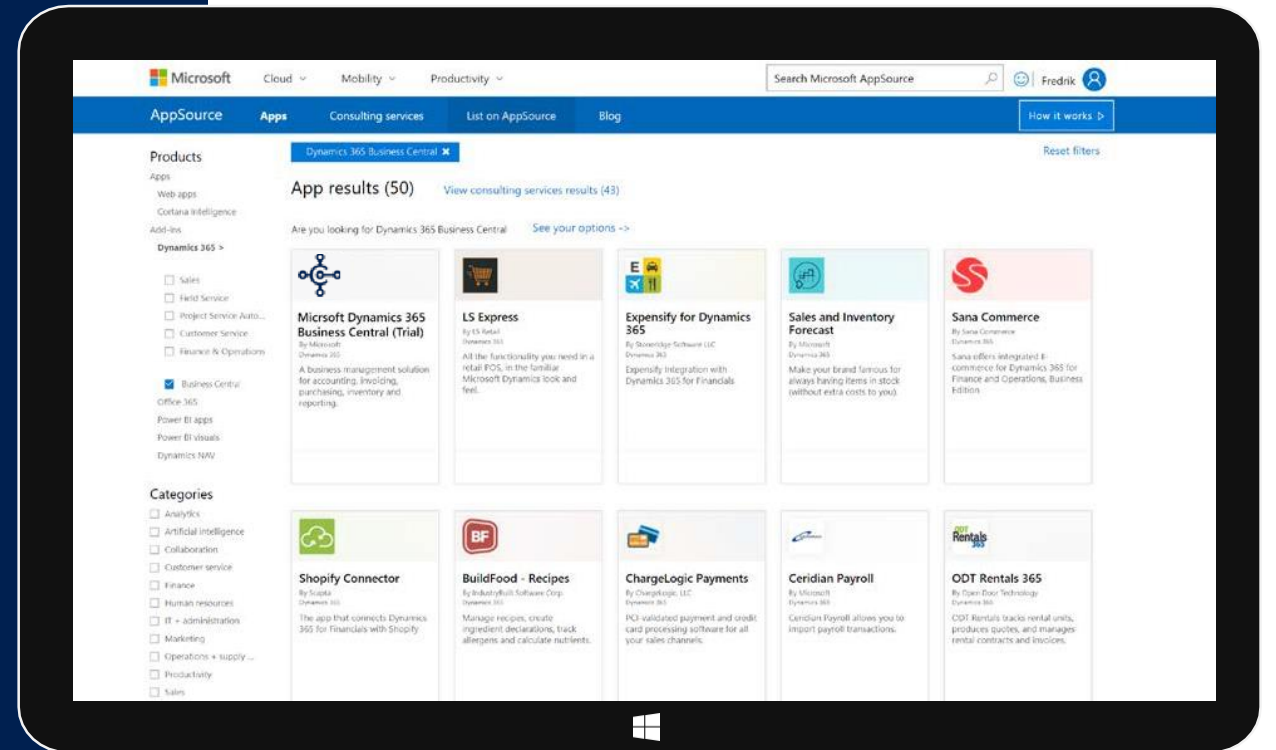
Rearrange fields, rename groups, and reposition elements using a simple drag-and-drop interface.



# Add industry or business extensions

Extend Dynamics 365 Business Central to fit industry or business needs with integrated add-on apps.

Connect to data sources and services — Excel files, SharePoint lists and CRM records with Microsoft PowerApps.





# Be ready for growth

Start with what you need and grow at your own pace to run your business securely in the trusted Microsoft cloud.

Easily manage growth using adaptable business applications, and a scalable database.





# FINANCIAL PROPOSAL

# Dynamics 365 Business Central – Pricing & Availability

<p><b>Team Member</b></p>	<p>Read and approve Run all reports Employee self-serve</p>			<p>\$8</p>
<p><b>Essentials</b></p>	<p>Invoicing Purchasing Opportunity management Budgets Finance Fixed assets</p>	<p>Purchasing order management Resource management Workflow Contact management Simple inventory</p>	<p>Advanced sales Advanced inventory Distribution Basic Warehouse Project management Basic Human Resource</p>	<p>\$70</p>
<p><b>Premium</b></p>	<p>Service management Manufacturing</p>	<p>Advanced Human Resource management Payroll management Advanced Warehouse</p>	<p>Advanced projects &amp; construction jobs Quarry management Fuel management</p>	<p>\$100</p>

- Monthly Cloud Solution Provider (CSP) Subscription License
- Exclude Domestic Taxes and Levies

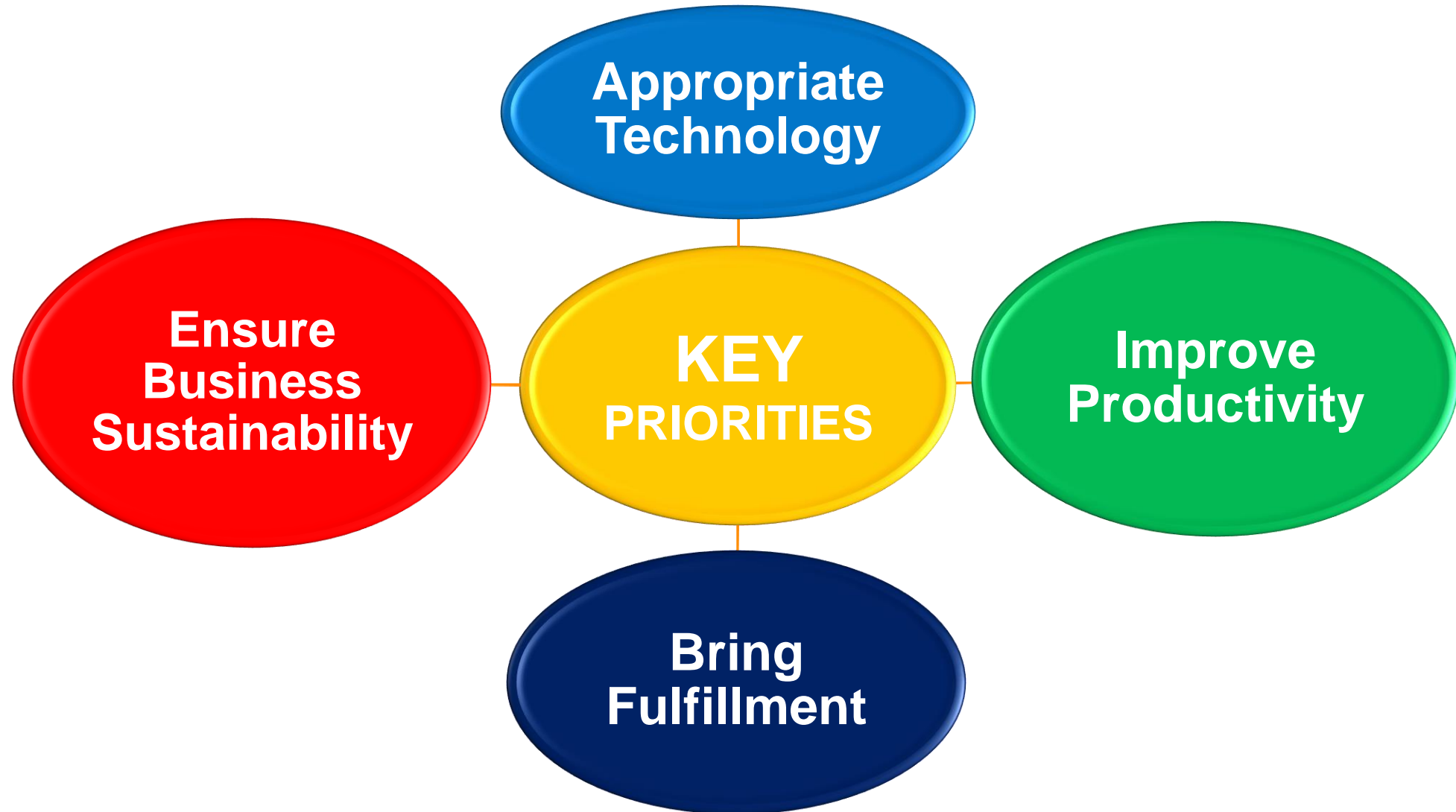
# PROFESSIONAL IMPLEMENTATION AND ROUTINE SUPPORT FEES

ITEM	PROFESSIONAL IMPLEMENTATION, SUPPORT & MAINTENANCE SERVICES	Number of Users	Monthly Subscription (USD)	AMOUNT (USD)
1.	<b>Requirement Gathering &amp; Analysis</b> - Scoping Study & Project Planning - Business Process Review - Gap Analysis & Functional Design	1	90.00	90.00
2.	<b>Application Setup, Configuration &amp; Customization</b> - Provisioning of Test & Production Environments - Workflow & Workspace Configuration - Microsoft Dynamics Organizational Structure & Role Based Security Setup - Applicable ERP Modules Setup, Configuration, Customization, Optimization and Upgrades			
3.	<b>Data Migration</b> - Data Import Master Files Formatting & Upload - Data Import Open Balances Formatting & Upload			
4.	<b>User Acceptance Testing &amp; Training</b> - Application Setup & Configuration Demonstration & Validation - Super Users & Key Users Training - User Acceptance Testing			
5.	<b>Go Live &amp; Handholding</b> - Go Live Readiness Preparation & Go Live - User Guides and Manuals Development - Utilization Support & Handholding			
6.	<b>Continuous Support</b> - Routine Technical Support & Maintenance - Change Request & New Features Add-on - System Upgrade & Optimization - Refresher Training & Handholding			



# PROJECT IMPLEMENTATION APPROACH

# DEFINE KEY PROJECT PRIORITIES



# ACTIVATE IMPLEMENTATION METHODOLOGY



## Microsoft Dynamics Sure Step Methodology

### Phases



### Offerings



### Cross Phase Processes



### Project Management



### Consulting Roles



### Customer Roles



# PLAN RISKS & ISSUES MANAGEMENT





# COMMENCE CHANGE MANAGEMENT PROCESSES

A Strong Vision

Executive Buy-in

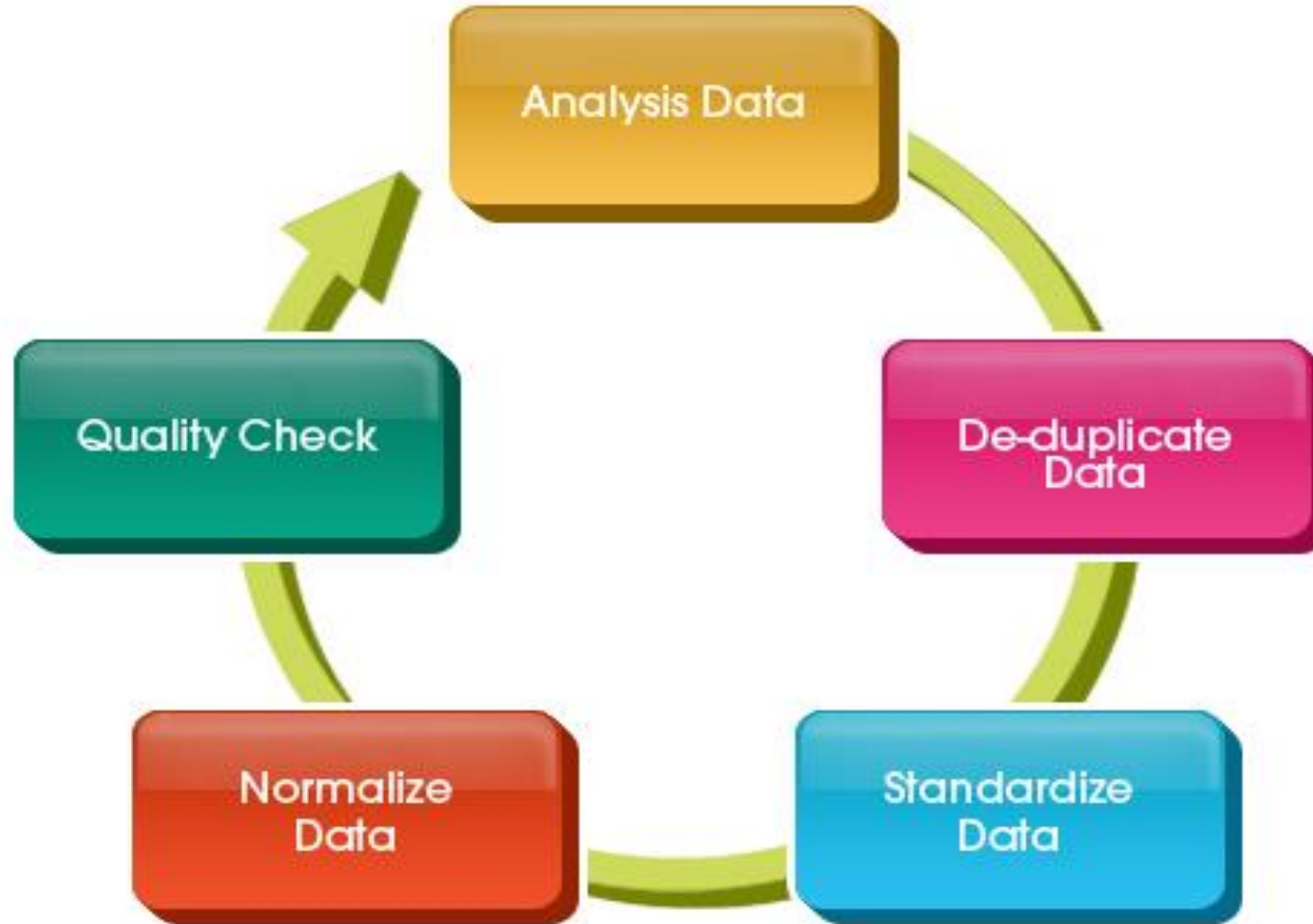
Dedicated to Project Team to Drive It

Appraise Performance, Reorganize Processes & People

Invest in Training

Foster Commitment & Employee Engagement

# DATA MIGRATION





# OUR EXPERIENCE

## ORGANIZATION NAME

## PROJECT DESCRIPTION

Deutsche Gesellschaft für  
Internationale  
Zusammenarbeit (GIZ)  
GmbH

Spearheaded requirement gathering, development, maintenance and support a comprehensive national development database system with monitoring and evaluation (M&E) report framework solution dubbed District Development Data Platform (DDDP) with four components which captures data and presents report on the NDPC's District Core Development Indicators (DCIs), the global Sustainable Development Goals (SDGs), District Project & Programs (P&P) Register and M&E Result Framework of the MLGRD to facilitate accurate data collection with extensive analytics and data visualization tools to aid timely and quality reports from all the MMDAs in Ghana to enhance the operations of NDPC, MLGRD and Development Partners in the formulation of development policies and decision making.

Buena Vista (BV) Homes  
Limited

Performed customization and deployment of Finance, Sales, Marketing, Human Resource (HR) & Payroll, Estate Management, Warehouse, Procurement & Requisition Management and Manufacturing Microsoft Dynamics Enterprise Resource Planning (ERP) modules with Office 365 collaboration, communication and productivity solution for construction and real estate management company.

ORGANIZATION NAME	PROJECT DESCRIPTION
<p>CarePoint (Africa Health Holdings)</p>	<p>Deployed enterprise database system with ERP with Financial Management; Human Resource and Payroll Management; Business Development and Clients Relationship Management; and Procurement and Warehouse Management system for a pan-African healthcare solutions provider with over 30 hospitals in Africa.</p>
<p>West Africa Civil Society Institute (WACSI)</p>	<p>Designed and implemented Microsoft Dynamics ERP with a Projects &amp; Program and Monitoring &amp; Evaluation verticals with the following modules; Financial Management; Clients Relationship &amp; Operational Management; Requisition, Procurement &amp; Inventory Management; and Human Resource &amp; Payroll Management for West Africa Civil Society Institute a sub-regional non-profit organization with operations in all 15 ECOWAS member states in addition to Mauritania, Chad, and Cameroon.</p>
<p>Joissam Ghana Limited</p>	<p>Implementation of ERP with Finance, Sales, Marketing, HR, Warehouse, Procurement, Construction &amp; Projects Management modules for water services construction and equipment retail company with operations in Ghana and other African countries.</p>

## ORGANIZATION NAME

## PROJECT DESCRIPTION

Affinity Savings & Loans  
(PayFlex Micro-Finance)

Deployment and Customization of Financial Management System with integration to Core Banking Application to enhance the operations of a pan-African savings and loans company.

Challenge Enterprises of  
Ghana

Deployment and Customization of Finance, Sales, Marketing, HR & Payroll, Retail Management with POS vertical system integration, Warehouse, Procurement and Requisition Management ERP modules with Office 365 collaboration, communication and productivity solution for books and stationery company with retail shops across Ghana.

West Africa Gulf Company  
Limited

Implementation of Finance, Sales, Marketing, iVend Retail Management Integration, HR & Payroll, Warehouse, Procurement & Requisition Management modules for fast moving consumer goods (FMCG) company with wholesale and retail operations across Ghana.

Total Health Family  
Organization (THFO)

Deployment and Customization of Human Resource and Payroll Management ERP modules for a family health products and services company in Ghana with a unique civil society operational model.

ORGANIZATION NAME	PROJECT DESCRIPTION
L'AINE Services Limited	Deployment and extensive customization of Finance, Sales, Marketing, HR Management System, Payroll Outsourcing, Procurement, Archiving & Document Management System and CRM ERP solution with Office 365 collaboration, communication and productivity solution for the leading HR and Payroll outsourcing company in Ghana.
Comet Ghana Limited	Implementation of ERP solution with Finance, Sales, Customer Relationship Management (CRM), Marketing, iVend Retail Management (Third Party System Integration), HR & Payroll, Warehouse, Procurement & Requisition Management modules for a Duty Free Shop company with global retail operations.
Cymain Ghana Limited	Deployment and customization of Finance, Sales, Marketing, Human Resource (HR) & Payroll, Quantity Survey vertical, Warehouse, Procurement & Requisition Management and Manufacturing ERP modules for road construction, quarry and real estate material supply company in Ghana.

ORGANIZATION NAME	PROJECT DESCRIPTION
Commission for Human Right and Administrative Justice (CHRAJ)	Development and hosting of ultramodern web application with data collection platforms to facilitate the operations of the Commission for Human Right and Administrative Justice (CHRAJ) with uniform resource locator (URL) from National Information Technology Authority (NITA).
Greater Accra Regional Hospital at Ridge	Development and cloud hosting web application and identity management system to facilitate the operations of the Greater Accra Regional Hospital at Ridge with URL provided by NITA.
The Church of Pentecost	Development and hosting of web platform to facilitate the operations, communication and information dissemination of one of the biggest Pentecostal churches in the world, The Church of Pentecost, which operates in over 100 countries.
Chartered Institute of Marketing Ghana (CIMG)	Deployment and management of modern workplace solutions to enhance the operations of Ghana's marketing professional body.
Ghana Pentecostal and Charismatic Council (GPCC)	Development of a dynamic website that facilitates the operations of the regulation and governance the operations of pentecostal and charismatic churches in Ghana.



ORGANIZATION NAME	PROJECT DESCRIPTION
Ghana Statistical Service (GSS)	Engaged in design thinking and developed “Let’s Talk” a Gender-Based Violence (GBV) data collection, monitoring & evaluation and reporting mobile application for Ghana Statistical Service (GSS) and the Ministry of Gender, Children and Social Protection (MGCSP) in partnership with GIZ and National Commission for Civic Education (NCCE). It is used by citizens to generate hard-to-collect data on gender-based violence and provides timely local data for policy and management decisions towards the attainment of the SDGs.
UNDP-UNCDF	Developed a local-based information system for climate change adaptation selected metropolitan, municipal and district assemblies in Ghana to support integration of climate change adaptation and resilience into local development planning and actions under UNCDF’s GrEEEn project.
Pentecost Hospital	Deployment and customization of smart time attendance solution and web application with comprehensive schedule management, geo punches, self service and payroll management functionalities to facilitate the operation of healthcare services provider in Ghana with outreach across the country.

ORGANIZATION NAME	PROJECT DESCRIPTION
KGL Group	<p>Deployed enterprise database system with ERP with Financial Management; Human Resource and Payroll Management; Business Development and Clients Relationship Management; and Procurement Management system. Implemented Microsoft 365 SharePoint intranet with end-to-end collaboration.</p> <p>Implemented SharePoint Workflow Automations with Help Desk, Requisition, Meeting Scheduling, Leave Management, Overtime, Petty Cash, Hand Over Notes, Loan Application, Staff Requisition and Training Request Management.</p>
Greenline Logistics	<p>Designed and implemented Microsoft 365 SharePoint Online, Exchange, Microsoft Teams, OneDrive, Instant Messaging, Video Conferencing, Office Apps and Workflow Automations with Help Desk, Requisition, Meeting Scheduling, Leave Management, Overtime, Petty Cash, Hand Over Notes, Loan Application, Staff Requisition and Training Request Management.</p>
Bedita Pharmaceutical	<p>Implementation of ERP with Finance, Sales, Marketing, Warehouse, Procurement, Supply Chain Management modules for pharmaceutical wholesale and retail company with operations across Ghana.</p>

# SOME OF OUR OTHER CLIENTS

Bison Imperial Global Shipping & Logistics	ABS Mining and Logistics Services Limited	Institution of Engineering and Technology Ghana
Ghana School of Marketing (GSM)	Ghana Institution of Engineering	Ghana Mines Workers Union
Clearpoint Logistics Limited	Ahiator Law Consultancy	Viramsun Ghana Limited
Logical Maritime Services Limited	Magil Enterprise	Ghana Evangelism Committee
Wilan Minerals & Engineering Limited	Georgette Barnes	Focus Digital
AA European Market	Kanko Associates	Decent Pharmacy
aYo Intermediaries Ghana Limited	Motoworld Ghana	PIWC-Atomic



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