

## FDC Group implement cloud-based solutions to seamlessly integrate business systems


The FDC Group provides accounting services, financial advisory services, and tax services from their head office in Cork.


Originally established as the Farm Development Co-Op in 1973 in West Cork, they employ over 430 people in 39 separate locations nationally.


For nearly fifty years, they have remained true to their core values of delivering a quality service and total business solutions to their clients.


### Business Challenge


The FDC Group approached ProStrategy to resolve a number of business challenges that they were facing. These included:


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Ensuring that all staff entered accurate timesheets against the correct project and task line in a timely manner. Traditionally, this was difficult due to the number of remote locations and unreliable and cumbersome time recording system in use.
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The ability to have a 360-degree view of their customers. This was lacking in their existing system and the onboarding process involved multiple systems which was very administrative heavy.
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There was a lack of communication and collaboration across all departments.
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There was a lack of visibility of key business metrics and KPIs.
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There was a weak lead-to-opportunity process.
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The knowledge of existing systems resided with a few key people which lead to bottlenecks in key business processes.



## Solution(s) Implemented:

From the outset, a key requirement for the FDC Group was that all business systems must be seamlessly integrated.

Also, the system must:

- Be cloud-based.
- Have a product development and support roadmap.
- Have robust security controls that can be managed by in-house personnel.
- Be fully integrated and can utilise analysis and reporting tools.

Lastly, the system rollout must allow for easy end-user adoption and a 'train the trainer' approach.

These requirements were a deciding factor in selecting Microsoft Dynamics 365 Business Central as it is a single and powerful Enterprise Resource Planning (ERP) system. It allows data to be centrally managed with the ability to publish data to mobile and analytics tools.

The solution was augmented with a Microsoft Power App to manage time recording and was integrated with Microsoft Office including Microsoft Teams.

**ProStrategy also configured Jet Reports and Power BI as part of the end-to-end solution.**

## Business Benefits:

The implementation period took 10 months, and the system has led to improved reporting visibility allowing managers to develop KPIs for staff, track cash flow, produce budgets more efficiently, while there is better tracking of aged debt and real-time job costing and productivity analysis.

Other key business benefits consisted of:

- Streamlined processes including billing and month end.
- Timely and accurate time sheet recording provides real-time visibility of project profitability with enhanced customer service and cash flow.
- A more effective customer onboarding process from lead to the opportunity to setup and approval of customer master records.
- Better quality data due to a reduction in keying errors, automated bank files and cash receipt matching.
- Improved audit compliance in relation to audit standards and audit trials.

The key staff were trained through the 'train the trainer' approach, and there has been improved communication and collaboration across all departments.

**“The project has had a significant impact on the way we work – increased productivity, time and costs efficiencies, better quality data and automating process are just a few of the many benefits we are experiencing. The ProStrategy team are exceptional and a pleasure to work with.”**

Pauline O’Keeffe, Manager and Project Sponsor, FDC Group.



To start your business transformation journey, contact ProStrategy at [getstarted@prostrategy.ie](mailto:getstarted@prostrategy.ie)

