

Case Study



Telecommunications

techvista  
A Systems Limited Company

# QNBN leverages **intelligent ERP** to contribute to **Qatar's wider digitization goals**



# AT A GLANCE

QNB, as part of its long-term digital initiatives, was looking to embark on a transformative journey in the telecom industry.

Techvista Qatar implemented a wide array of Microsoft Dynamics 365 business application modules across QNB departments to bring organizational agility and refined business processes for QNB in the long run.

# ABOUT QNBN

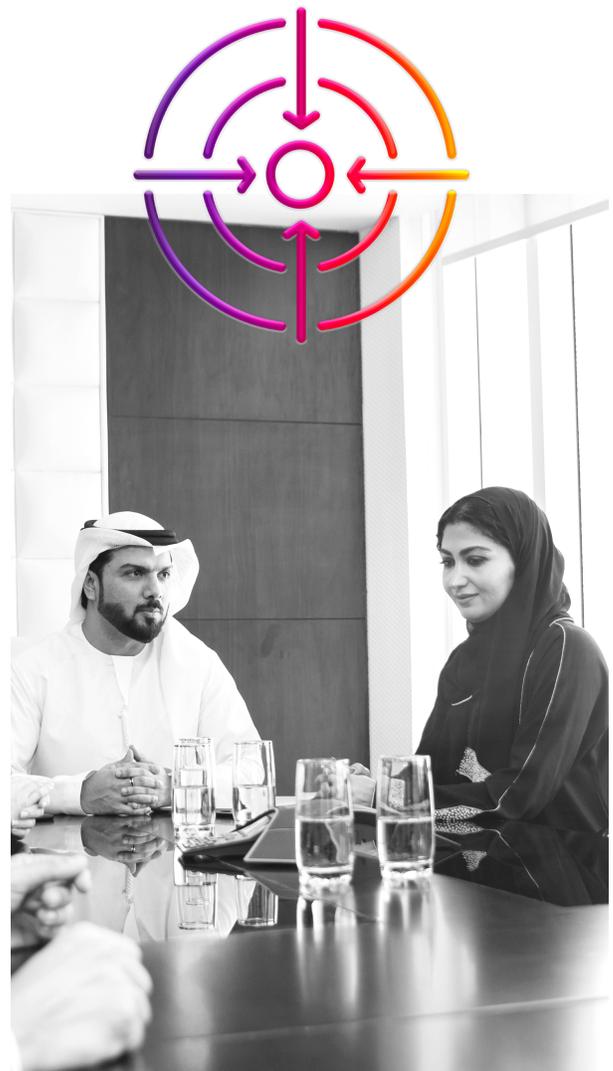
Qatar National Broadband Network (QNBN), as an independent government-owned company, mainly focuses on the deployment of a passive dark fiber network infrastructure that provides equal and universal access to telecom service providers on a wholesale basis. QNBN also provides services to operators of private networks on a retail basis, allowing end-users in Qatar to take advantage of high-speed fiber.

QNBN is poised to empower the nation with high-speed broadband fiber optic internet infrastructure by offering access to consumers and enterprises alike, thanks to its imaginative and collaborative approach to business.

## THE CHALLENGES

QNBN was facing challenges with cross-organizational collaboration due to loosely defined business processes. As a result of disparate business modules, data consistency and information flow were persistent problems. Adding to the list were the increasingly alarming licensing and maintenance costs of their existing ERP systems provided by Oracle.

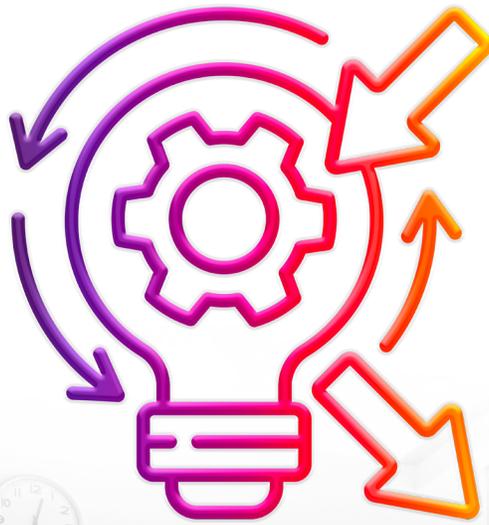
While there was technology to serve reporting and audit purposes, it was not up to par to meet the high expectations and goals QNBN had set for its year-over-year (YOY) growth. Moreover, there were frequent other challenges related to employee data records and self-service requirements. This impacted QNBN's ability to deliver high-quality service and engage customers and employees, requiring an agile enterprise solution so they can connect, collaborate and co-innovate better.



# OUR UNIQUE APPROACH

Techvista Qatar implemented Microsoft Dynamics 365 at QNBN. The modules delivered as part of the implementation included General Ledger, Budgeting, Accounts Payable and Receivable, Cash and Bank Management, Procurement and Sourcing, Inventory Management, Product Information Management, Project Services, eProcurement, Vendor Portal, HRMS and Payroll and Power BI.

As part of the project, Techvista delivered end-to-end digital transformation by replacing Oracle EBS with Microsoft Dynamics 365 Finance & Operations, HR & Payroll, eProcurement, project accounting, project operations, financials, supply chain, and inventory & warehouse management.



## Budgeting & finance transformation

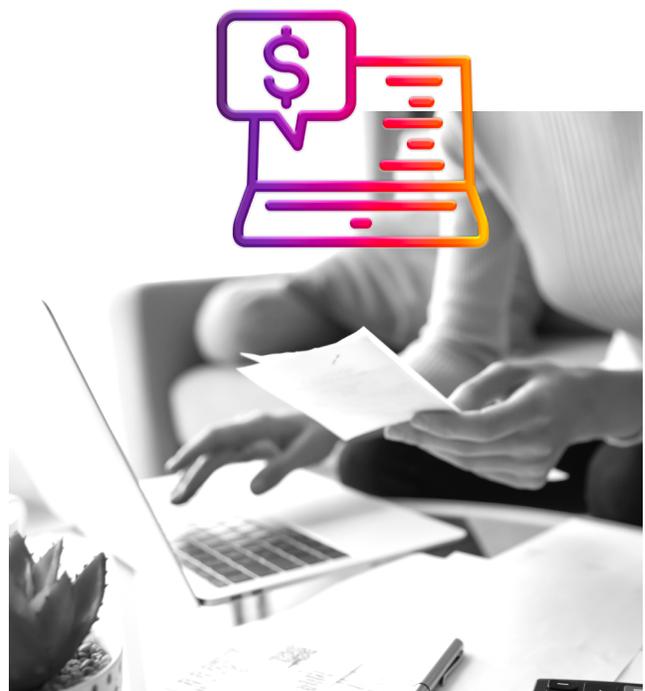
With the General ledger QNBN was able to better define, plan, and manage its financial records. With the all-around hybrid ledger support, they maintained accounts in a centralized repository, improving visibility over key financials.

Providing QNBN with a budgeting control solution enabled them to oversee financial resources anytime and anywhere through the chart of accounts. With the right controls in place, the telecom provider could measure and forecast its resources around the entire fiscal year. The cash and bank management system created an effortless gateway for supervision of bank data and related financial instruments.



## Intelligent payment management

Techvista Qatar also deployed procurement and sourcing modules as part of its Microsoft Dynamics 365 implementation at QNBN. It helps them identify if there is a need for any product or service with the help of automated invoicing, payment processing, and receipt management. This streamlined purchasing policies and other workflows for QNBN as well.



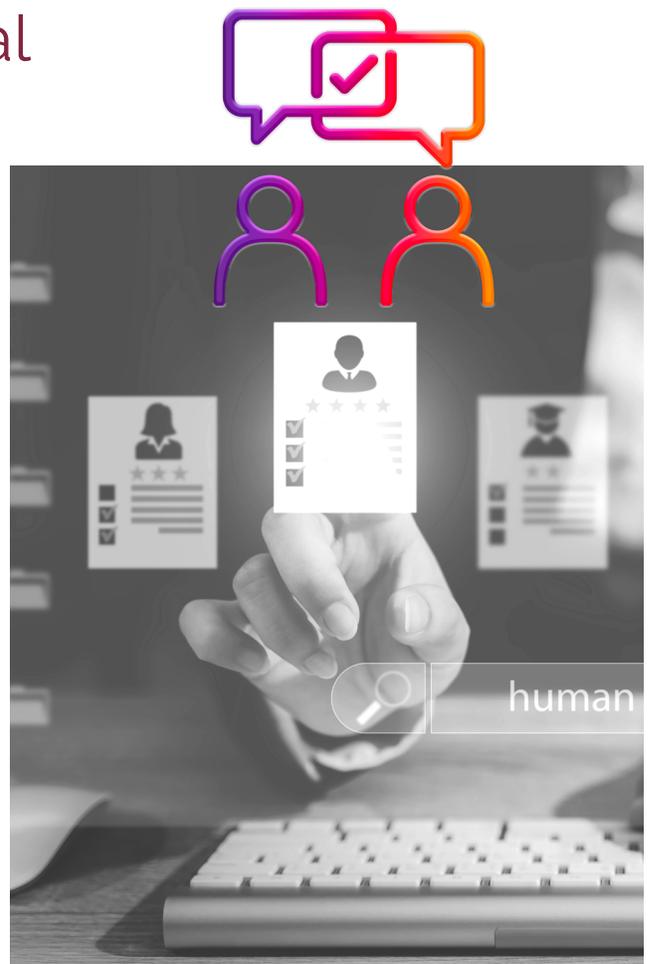
## Supply chain solution

As for the supply chain optimization, Techvista Qatar incorporated Supply Chain Management in Dynamics 365 supported by Microsoft. This enabled QNBN to cut costs, maximize productivity in less time, save space, and manage and ship changes faster by enhancing supply chain quality. Additionally, pairing product information management with the project made QNBN well prepared for product development with shared product data and documentation.



## Intelligent vendor portal & HR tools

Techvista Qatar also implemented a comprehensive vendor portal for QNBN. A dynamic online portal where approved vendors can collaborate, access vendor profile data, and seamlessly make transactions with QNBN. Moving forward, we also optimized employee experiences with Microsoft-powered Human Resource Management System (HRMS) that increased organizational agility with people-driven insights for QNBN. The payroll module extension allowed QNBN to maximize talent retention, and boost the company's growth and performance.



# Power BI

To provide QNBN with artificial intelligence capabilities for real-time visibility, Techvista Qatar infused Microsoft Power BI which powers them with business intelligence to utilize precise data visualization for key business processes.



# BUSINESS OUTCOMES

As a result of the project, QNBN maintained a single centralized system, reducing the cost of tedious and repetitive tasks of updating data manually across all systems, subsequently:



Mitigating redundant workflows with a single source for operations, tracking, and reporting.



Reducing margin for human error



Ensuring effective oversight in procurement and finance



Performing on-time financials closings



Carrying out efficient business operations across the organization

# ENABLING A DIGITAL TOMORROW

Techvista Qatar aspires and strives to solve complex business problems and present viable, and cost-effective solutions to our clients by drawing a clearer picture of their future roadmap, and we do that by digitally transforming their infrastructure. We successfully embed disruptive digital solutions into their existing functionalities and enable them to be the trendsetters in the business landscape – without compromising on the quality and precision of our work.

With the help of our innovative project delivery model, we combine the benefits of onsite agility and offshore affordability to provide superior value to our clients.

To find out how we digitally enable your organizations by automating the functionalities to see beyond the horizons and set benchmarks, visit us at [www.techvistasystems.qa](http://www.techvistasystems.qa)

