

Tech-enabled Business Transformation

with Akkodis & Microsoft Business Applications



Introduction

From automating manual workflows to scaling enterprise Insights with AI, Microsoft Business Applications - backed by Akkodis - equips you to lead in a data-first world.

To thrive in a fast-moving, data-led world, modernizing and optimizing core business systems is critical. Manual systems and legacy infrastructure create inefficiencies, reduce productivity and increase the risk of error.

Digitizing and integrating key business functions allows organisations to create efficiencies, unlock insights, respond faster to change, and deliver exceptional experiences to customers and employees alike.

Why Microsoft Business Applications?

Microsoft Business Applications, including **Dynamics 365** and **Power Platform**, offer purpose-built applications for sales, customer service, operations, finance, field service, and more.

Akkodis helps organizations deploy these solutions quickly and cost-effectively, using low-code tools to streamline and scale core processes: addressing core business challenges, and providing tangible impact, quickly, accurately, with minimal disruption.

The Imperative to Modernize Business Applications

Organizations that continue to rely on legacy infrastructure and manual systems face operational inefficiencies, compliance challenges, and missed market opportunities.

Microsoft Business Applications allow businesses to:

- Replace outdated, paper-based systems with cloud-based platforms.
- Consolidate siloed data sources into a unified, real-time environment.
- Automate workflows and reduce manual processing.
- Improve cross-departmental collaboration and customer experiences.

Dynamics 365 and Power Platform combine **business logic, AI, analytics, and low-code app development** to deliver enterprise-grade, secure, and scalable solutions tailored to the functions of sales, marketing, field service, finance, operations, and human resources.



Benefits of Microsoft Business Applications with Akkodis

Unlock Operational Efficiency

Streamline end-to-end business processes, reduce manual work, and improve accuracy—delivering faster execution and lower costs.

Accelerate Innovation

Rapidly build, deploy, and iterate on applications using low-code tools, prebuilt templates, and reusable components.

Enhance Customer Experience

Empower teams with reliable, real-time data and intelligent tools to deliver faster, more personalized service.

Centralize & Integrate Data

Eliminate siloes by unifying systems across departments—ensuring consistent access to real-time, actionable insights.

Enable Continuous Improvement

Extend and update applications incrementally without large-scale redevelopment—supporting agile delivery cycles.

Agility & Speed to Market

Launch new capabilities quickly and efficiently in response to emerging business opportunities and market needs.

Improve Compliance & Governance

Strengthen regulatory compliance and traceability with built-in security, audit trails, and process automation.

Empower Citizen Development

Democratize innovation by enabling business users to create and modify apps using intuitive Power Platform tools.

The Akkodis Advantage: Faster Innovations, Lower Risk

With decades of experience and deep domain knowledge, Akkodis helps organizations:

- **Update & Modernize:** Replace legacy systems with agile, future-ready solutions.
- **Consolidate & Integrate:** Build a centralized architecture that connects CRM, ERP, and external systems.
- **Act Quickly:** Use prebuilt accelerators and low-code capabilities for rapid prototyping and deployment.
- **Build Without Compromise:** Include pre-integrated AI, analytics, and governance without adding overhead or complexity.

Akkodis takes a co-creation approach - embedding our experts into your teams to ensure seamless knowledge transfer and scalable, self-sustaining innovation.

From Vision to Realized Value: Akkodis Approach to Business Transformation

Akkodis helps businesses translate high-level goals into tangible benefits:

- **Operational Goals:** Increase profitability, reduce cost, and mitigate business risk.
- **Value Themes:** Focus areas such as regulatory compliance, customer retention, and process automation.
- **Benefit Enablers:** Specific improvements like reduced manual work or improved case resolution speed.
- **Benefit Measures:** Quantifiable KPIs - such as reduced lead time, increased uptime, or customer satisfaction.
- **Enabling Capabilities:** Platform functions like case management, predictive analytics, AI chatbots, and mobile apps.

Use Cases: Real-World Impact



Government Border Control App

- Developed in just six days at the start of the COVID-19 pandemic.
- Allowed border authorities to triage applications, assign field officers, and monitor compliance.
- Used Dynamics 365 workflows, SharePoint integration, and Power Apps.



Community Engagement: Yarning App

- Multilingual support app improving communication with Aboriginal communities.
- Developed in collaboration with legal and advocacy stakeholders.
- Built using Power Platform and Teams for design sprints and testing.



Healthcare: Pharmacy Regulation Portal

- Transformed manual licensing process into a streamlined digital experience.
- Provided pharmacists with status tracking, FAQs, and self-service functionality.
- Reduced backlog and improved reporting accuracy.



Utilities: MyTime App

- Captured and analyzed timesheet data for field workers.
- Allowed data-driven scheduling and resource optimization.



Energy & Infrastructure: Remote Compliance App

- Enabled remote inspection and reporting for safety checks on power installations.
- Consolidated multiple paper-based workflows into a mobile-ready solution.

Capabilities by Function

Area

Capabilities & Outcomes

Sales	Lead prioritization, AI forecasting, sales pipeline automation
Marketing	Campaign orchestration, customer journey mapping, insights dashboards
Customer Services	Omnichannel support, case routing, knowledge base automation
Field Service	Predictive maintenance, remote support, workforce scheduling
Finance & Ops	Real-time reporting, procurement automation, compliance workflows
Human Resources	Talent management, onboarding workflows, employee self-service portals

Why Akkodis

Akkodis delivers business transformation at speed and scale.

End-to-End Expertise:

We guide you from strategy to deployment, ensuring tangible operational impact through data ecosystem assessment, solution architecture, and continuous optimization.

Partnerships with Impact:

In partnership with Microsoft, we unify and transform complex data into scalable, intelligence-ready platforms.

Responsible by Design:

Our robust governance frameworks are embedded at every stage, ensuring secure and compliant data ecosystems.

Industry & Domain Expertise:

With deep industry and domain expertise our solutions deliver real-world impact, embedding intelligence-led operations into daily workflows.

Akkodis' commitment to delivering exceptional value to clients has been recognized on a global scale. Akkodis was awarded "Microsoft Global Data Analytics Partner of the Year" in 2019, validating Akkodis' expertise in leveraging Data & AI to drive meaningful business outcomes.

Microsoft
Partner



2019 Partner of the Year Winner
Data Analytics Award

2019 Partner of the Year Winner
Australia

2019 Partner of the Year Finalist
AI and Machine Learning Award

Get in Touch

Learn how Akkodis can help you modernize with Microsoft Business Applications: [👉](#)

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Engineering a Smarter Future Together

Leveraging the power of connected data to accelerate innovation and digital transformation.

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