



Operation and maintenance of ERP system

FOR GLOBAL ACCOUNTING SYSTEM

OVERVIEW

- **Country:** Japan
- **Solution:** ERP
- **Collaboration Model:** ODC + onsite
- **Duration:** more than 5 years (Since 2017)

HIGHLIGHTS

01 24/5 support to global branches

Luvina is responsible for providing answers to inquiries, and meeting global SLA response times.

02 Tourism & Accounting industries

The tourism business is not a simple, easy-to-manage business.

03 Multilingual capabilities

Personnel with proficiency in both English and Japanese were necessary to accommodate the global user base.

04 Flexibility

Team performance:

- Service: Development and Maintenance
- Technology: Dynamics AX 2012 R2: X++, SQL Server 2008, SSRS, SSAS.
- Scale: about 4MM/month.

Team help-desk:

- Service: Service desk.
- Scale: about 12MM/month.

ABOUT CLIENT

Our customer is a subsidiary of the End-user company, which has been under the management of IBM Japan since 2021. The End-user is a prominent Japanese tourism enterprise with a 110-year history, dominating the tourism solutions and services market in Japan, spanning 181 cities across 35 countries.

Given their global presence and the complexities of the tourism sector, the customer chose Dynamic AX 2012 to integrate and manage revenue, business operations, customers, invoices, and more, tailored to the legal requirements of each country.

CHALLENGES

Operating and maintaining Dynamic AX in the context of the tourism industry is highly specialized, resulting in high costs and training challenges. Switching vendors is particularly difficult due to a lack of comprehensive system documentation.

To address these issues and the cost concerns, the customer required a partner who could:

- Operate and maintain the Dynamic AX system.
- Possess expertise in the tourism and accounting sectors to provide advice and customize the system to suit legal requirements in each country.
- Provide 24/5 support to global branches.
- Have proficiency in English and Japanese.

CASE STUDY

SOLUTIONS

01 Team Performance

- Luvina addressed the issue of inadequate product investigation by advising the customer to explore the source code. This was completed in three months to ensure a smooth transition to their previous vendor.
- The system's lack of optimization led to slow performance and numerous defects, posing a challenge for QA. Luvina proposed an optimization plan, collaborated with the customer, and implemented performance enhancements for their system.
- Developing new features requires an in-depth understanding of the system and business operations. Luvina integrated the development team with industry experts from the Help-Desk team to better define requirements and designs to align with the customer's needs.

02 Team Help-Desk

- Luvina ensured that staff had extensive knowledge of accounting and tourism to consult on system adjustments and legal compliance. Luvina assigned on-site personnel to work alongside the customer, investigating and documenting the specific requirements, operations, and operational methods at different locations. These documents became the basis for long-term, rigorous training plans to maintain the project's ongoing business operations. Luvina even provided training to new customer staff.
- As the previous operations had no established procedures, Luvina created operational processes and SLAs with the customer, ensuring all information was documented for future reference. SLAs were regularly reviewed and adjusted.
- To provide 24/5 support, Luvina established a project with three different shifts for distinct regions. Dedicated back-office teams were formed to ensure continuous service provision. These help-desk shifts rotated to support customer branches worldwide, offering assistance with their operations and system usage.

ACHIEVEMENTS

- The customer reduced costs by up to 50%, as Luvina was able to handle tasks previously managed by expensive vendors.
- Placing the Help Desk in Vietnam significantly reduced costs due to the favorable legal and governmental support environment.
- After optimizing the system for the customer, the number of QA cases received by the Help Desk decreased by approximately 30%.
- Regularly updated SLAs and processes ensure the effectiveness of the customer's Help Desk, consistently improving productivity.
- Documenting the system and procedures allowed the customer to have better control over their system.

FUTURE CHALLENGES

- Due to the increased number of people traveling to and from abroad as the Coronavirus subsides, we are considering returning to a 24-hour system.
- Consider upgrading from "Dynamics AX 2012" to "Dynamics365". Although we have been considering this for some time, we had to adjust the timing due to a significant reduction in foreign cooperation due to the Coronavirus.