



ProStrategy help Payzone improve financial processes

“Payzone have a new and improved Financial management system that allows us to automate many existing manual processes. We can now optimise many other tasks reducing the monthly reporting window and this enables Payzone to deliver their monthly accounts in a more timely manner”. Nigel Bell, Head of Finance, Payzone

About Payzone:

Payzone Ireland is the largest consumer payments network in the country with over 7,000 retail agents which process a variety of electronic transactions services, including mobile phone top ups, debit/credit card transactions; M50 motorway toll payments; Leap travel cards, local property tax payments, parking fees, pre-paid utility and parcel collection services.

Based in Sandyford, Dublin the company employs over 70 people in Ireland. Payzone’s focus is on delivering leading edge payment services that drive greater efficiency for clients and increased revenues for its retail partners.

As industry leader, Payzone's technology credentials, capabilities and expertise are key differentiators of the business.

The Solution:

Payzone’s existing Finance system was coming to its end of life and there were many existing processes that could be automated and improved on to maximise efficiency within the business. They also wanted a system that would provide scalability in terms of both transaction processing and enhanced functionality to cater for new business requirements in what is an ever-changing industry.

Payzone selected ProStrategy, a Gold Microsoft Certified Partner, to replace its Finance system with Microsoft Dynamics NAV and implemented Microsoft Dynamics 365 (CRM) to address their Sales Lead, Opportunity Management and Field Service requirements.

Microsoft Dynamics NAV is an enterprise resource planning (ERP) software suite suitable for all organizations and offers applications for Financial Management, Human Resources Management, Manufacturing, Multiple and International sites, Project Management, Sales and Marketing, Service Management, Supply Chain Management and Business Intelligence.

Microsoft Dynamics 365 for Sales empowers sellers with the insights to personalize relationships, predict customer needs and increase sales while Dynamics 365 for Field Service serve customers better through proactive maintenance, predictive scheduling and first-time fix.

The Project Benefits:

Payzone has successfully grown its business and retail network over the years with business software systems that provided its team with the information it needed. As the business continued to grow it was seen that the platform the company started with was not ideal to act as the platform for future growth.

A lot of the processes in the business depended on staff transacting events manually or entering data into multiple systems. Moving to Microsoft’s Dynamics NAV provided Payzone with a fully integrated environment with automated workflows and faster processing.

Payzone has realized several significant benefits as a result of the project: -

- **The automation of Manual Processes.**
The processes that had been in place depended on manual intervention, especially when information needed to be shared between systems. This resulted in a need for time consuming reconciliation between systems and intervention when errors in manual processing were discovered. The new fully integrated solution has eliminated reconciliations and errors and removed the need for manual intervention.
- **An approximate 40% increase in productivity.**
In overall terms, staff have seen a 40% increase in their productivity and a significant reduction in workloads that benefitted from automation. Staff can focus on higher value work providing increased job satisfaction to the team and resulting benefits to the company. The increase in productivity also means that the company can handle growth while effectively controlling costs.
- **Faster Month End results.**
Being able to make good decisions for the business depends on having fast access to information and monthly management accounts and other Key Performance Indicators. While the platform Payzone had gave them the information they needed, it often took longer



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to get than was ideal. The new Dynamics NAV platform with its inherent reduction in manual processing means that Payzone is getting access to important business information in a timelier manner. This has resulted in easier access to KPI's and an increased confidence in decision making.

- **A new flexible framework to support future growth.**

Payzone is at an exciting time in its history with strong plans for future growth. Attempting to deliver any growth plan on a business software platform that was best suited to past business models would have led to frustration and a chequered growth trajectory. Payzone's new Dynamics NAV solution has given to company a lot of flexibility to bring new product offerings to the market without overloading business processes. The new platform removes any hindrance to growth that our older systems created.

- **An improved Sales Process**

By implementing Dynamics 365 for Sales, Payzone's sales team are better able to track sales leads and business opportunities. The new system has enabled to team to have fast access to important information about its customers and prospects. Information is no longer lost or available to only a single person. The entire team has access to all available information to help them close business faster and service the customer better.

- **Access to real-time information by the mobile service team**

Payzone has a mobile service team that looks after its installed base of equipment in its network of 7,000+ retail agents. The Dynamics 365 Field Service Scheduler allows the head office team to plan and assign service calls to the appropriate field service staff without having to spend time on the phone. Service calls and job descriptions, once set up on the system, are available to the individual mobile engineer on their mobile devices. Mobile engineers can see the work they have on for the day and update the system after each call. They can also report on parts used during any repair or replacement. If an emergency arises, their schedule can be changed and they can be re-routed to follow up on any urgent issue.

Summary:

The term "Digital Transformation" often leaves us perplexed as to what that means to our businesses. Payzone has embraced the new Dynamics platform providing the company and its people with a fully integrated solution that allows that for growth. The new solution has allowed the company to:

- Transform its product offerings – bringing new and improved services to its customers supported by a flexible business platform
- Optimize its operations by removing manual processes with the associated inter-system reconciliations and error resolution along with improved automated workflows and real-time access to information by mobile staff.
- Empowering its employees by significantly reducing the duplication of work when using non-integrated systems – leaving staff to focus on higher value and more satisfying work.
- Better engagement with Payzone's customers by capturing more relevant information during the sales process and tracking the company's response to information its customers need.
- The management of customer service has greatly improved. The team of mobile service engineers now has real-time access to the scheduled service jobs. This has resulted in the elimination of dropped calls resulting in a more productive mobile team and happier customers.

About ProStrategy:

ProStrategy is a Gold Certified Microsoft Partner and recognized as the leading partner in Ireland for Microsoft Dynamics and Analytics solutions. Since 1985, ProStrategy have been helping businesses to streamline their operations and gain deeper insights into their business processes. To do this, we bring over 30 years' experience of the industry and world-class software to the table. ProStrategy's success to date has been built on an impressive track record of high quality service delivered to a diverse customer base. We have replaced, upgraded and implemented Microsoft Dynamics NAV across a broad range of industries for some of Ireland's leading brands as well as establishing ourselves on the international scene in recent years. All of this is backed by a team of over 60 highly skilled consultants who have an average of 10 years' experience ensuring a successful return on your technology investment.