

D-ploy Group and Exact



Thanks to Exact
we can now focus
more on the needs
of our customers."

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THE BIGGEST ADVANTAGE OF EXACT IS THAT I CAN DIRECTLY COMPARE THE BUDGETS WITH THE ACTUAL EXPENDITURE



D-ploy supplies IT services in project management, service management, consultancy, service desk and support. The company has 300 employees and operates in Switzerland, Germany, the UK, the US, Austria and the Netherlands. D-ploy has a wealth of experience in strictly regulated environments such as the pharmaceutical, chemical and financial industries, and has large multinationals as customers. The company has grown extremely quickly in the last 10 years and therefore needed extreme flexibility, scalability, uniform processes and business management that met customer needs.

Bob de Boers is the founder and Managing Director of D-ploy. De Boers is responsible for the company's strategic direction. De Boers speaks about D-ploy's rapid growth and the challenges that that entailed: "We have grown quickly in the past 10 years and were therefore organised entirely on a local level. That meant that we had different systems in Germany and Switzerland for the paperwork and worked with different processes. Due to the expansion, we obviously had a real need for uniform processes. To make these more professional and above all to ensure that we could continue to offer the same degree of flexibility towards our customers. We therefore started searching for a new ERP system to help support the company."

Exact: good partner and required functionality

D-ploy carried out a thorough evaluation of various providers, as a result of which Exact was eventually the choice. De Boers: "Exact was the only party that gave us the feeling that we could collaborate as genuine partners. In addition, Exact also offered all the functionalities that we needed. So we decided to go for Exact and implementation of Exact Globe, Exact Synergy and Exact for Project Management. We subsequently implemented Exact within six months. Everyone told me it was impossible, but we started in mid-January 2015 and went live on 1 July of that year."



D-PLOY GROUP

Bob de Boers, Chairman and General Manager



The biggest advantage of Exact is that I can directly compare the budgets with the actual expenditure."

The same information – always and everywhere

Since D-ploy employees travel a lot, it is very important that they have access to all information anywhere and at any time. De Boers: "Exact helps us with this. For example, if I now have a meeting with a customer about the project status, I'll have all the necessary information available in Exact on my laptop or mobile. With Exact we have one central system with one source of information. This allows all the people in all the different countries to share the same information. With Exact, we can support the entire process from A to Z: from incoming invoices, workflows for approval, booking costs on projects, to invoicing the customer. Due to the amount of travelling, we previously had one or two people who constantly worked on processing expenses. With Exact that's been cut to less than half an FTE."

Directly comparing budgets with expenditure

"The biggest advantage of Exact is that I can directly compare the budgets with the actual expenditure," De Boers continues. "When a customer calls, I can immediately let them know the status at the press of a button. And when I open a project I immediately have all the information

at hand. I know exactly who is working on it, the rate we are charging, what the proposals are, and the purchasing orders. Previously it took almost an entire month before all the invoices were sent. Now it's about three days. That's obviously extremely good for our cash flow. In addition, I think that it's really important that we have a proper overview of the deployment of our people. We know exactly who does what and who still has capacity left, so we can optimally deploy our resources. This all helps us improve our service provision to our customers, because I no longer need to be concerned about our internal processes. I can now use the time that is freed up to focus more on the most important aspects of our business: the needs of our customers."

The future with Exact – growing together

For De Boers, one advantage of Exact is also that it is a very open system. "This openness ensures that I can implement changes at any moment, in the way that I want. I'm not bound to standard processes, but can tailor my system to my future needs. Just as I do with the service to my customers. How do I see the future? Doing business is like running a marathon, something which I enjoy. You have to

THE REQUIREMENT

D-ploy has grown extremely quickly in the last 10 years and therefore needed extreme flexibility, scalability, uniform processes and business management that met customer needs.

THE SOLUTION

D-ploy decided to opt for Exact which led to implementation of Exact Globe, Exact Synergy and Exact for Project Management.

THE IMPROVEMENT

- **Uniform processes ensure that D-ploy requires less people for the increasing volume of administrative tasks. In addition, the company is less dependent on particular individuals.**
- **The process for incoming invoices, including workflows for approval, making everything simpler and more transparent: there are no longer any hidden costs.**
- **All the information is located in one central system, a central source with the actual situation. This provides D-ploy with direct insight into the financial situation. The entire system can also be used to improve processes and ensure more stability.**
- **The data quality is better since there is no longer any room for compromises.**
- **The mandates for budgets and information about who works on what project are now crystal clear. Business issues no longer proceed via the 'quick and dirty' principle.**

plan it, you must train for it and you must have the mentality that you are never 'done'. That also applies to your business development, which is also a continuous process. For our future in terms of software I know that I no longer wish to use any other resources other than Exact. All information must be in Exact and come from Exact. With Exact, we've been able to achieve a professional and stable organisation. Based on my experience, I think that D-ploy will continue to grow in the future and that Exact is definitely able to grow with us."

Facts

Organisation name	: D-ploy
Type of organisation	: Ltd.
Number of employees	: 300
Number of Exact users	: 260
Active Exact product lines	: Exact Globe, Exact Synergy and Exact for Project Management
Industry of organisation	: IT
Focus areas	: HRM, Purchasing (PO only), CRM, PSA, Finance (globe), Reporting & Organisation, Scan Sys
Implementation partner	: Exact NL
Implementation period	: half a year
Total investment	: €300,000 / 3 years, only external costs
Payback period	: Within 3 years
Locations	: 2 HQ in Kaiseraugst/CH and Back office in Prague/CZ
Website	: www.d-ploy.ch