

D-VoiS Communications embraced digital automation to accelerate service delivery with SAP Business One®



Before: Growing pains due to slow systems

- Providing high-speed internet to over 350,000 customers across 60+ cities since 2006, D-VoiS needed to upgrade to the latest business management systems to keep existing customers happy while growing across retail, hospitality, education, corporate and consumer segments
- Legacy systems were lacking automated processes for reporting which slowed decisions
- Inventory control and approvals were manual and inefficient

Why SAP and Ikyam Solutions

- Recommended by their IT consultant, SAP Business One offered a proven and affordable end-to-end platform including finance, operations, customer service, inventory and reporting tools built in
- D-VoiS selected Ikyam Solutions for the implementation and support because they are an SAP Silver Partner with 6 years of expertise using SAP Business One to streamline businesses

After: Streamlined operations and customer service

- SAP Business One automates manual processes, enables information flow across the business, increases visibility and minimises delays resulting from human errors
- Invoices and approvals can now be prepared quickly and accurately for faster delivery
- The in-built customer service module with the equipment card and service call tracking has streamlined the entire process and improved customer satisfaction
- Inventory management, distribution and transactions are now unified across the enterprise
- Complex reports can be run in real-time for smarter decisions

“SAP Business One came highly recommended and has **streamlined our operations and improved our customer service**. With Ikyam Solutions we have a capable partner who always delivers.”

Ganesh Prasad– IT Manager, D-VoiS

Centralised

Synchronised systems and data creates a single source of truth across the business.

Scalable

A long-term business solution that can be customised as the business evolves.

Featured Partner



Customer Name

D-VoiS Communications Pvt Ltd
(Bangalore, India)
www.dvois.com

Industry

Telecommunications

Products and Services

D-VoiS is a leading Indian internet broadband supplier with over 350,000 customers and ~25,000 access points in 60+ cities.

Employees

~38

Featured Solutions

SAP Business One

THE BEST RUN

