

Capability Deck

Practices, methodology, technologies and measured outcomes

Service practices

- Microsoft Dynamics 365 — Finance, Supply Chain, Business Central, Customer Engagement, Sales, Customer Service, Field Service
- Consulting — operating model, process re-engineering, transformation sequencing, adoption and change
- Manpower staffing — contract, permanent and project-based specialists; managed delivery pods
- Product — Myrmetics OpsGrid operations intelligence platform

Microsoft technology depth

- Power Platform and governed citizen development
- Power BI and Microsoft Fabric data estates
- Microsoft Copilot, agentic AI and intelligent automation
- Azure integration, API management and hybrid landing zones

Delivery methodology

Discover → Assess → Design → Build → Deploy → Train → Support → Optimize. Each phase carries defined activities, deliverables, a timeline and a stated customer benefit.

Discover	1–2 weeks · current-state map, scope charter, risk register
Assess	1–2 weeks · fit-gap log, business case, licence plan
Design	2–4 weeks · solution blueprint, migration and test strategy
Build	6–12 weeks · configuration, extensions, integrations
Deploy	2–4 weeks · UAT, cutover rehearsal, go/no-go gate
Train	2–3 weeks · role-based training, adoption baseline
Support	Hypercare then steady state · 99.5% SLA
Optimize	Quarterly · benefit realisation and roadmap refresh

Industries served

Manufacturing, Retail, Healthcare, Construction, Logistics, BFSI, Government, Education.

Representative outcomes

- Month-end close reduced from 9 days to 4 (manufacturing)

- Customer onboarding from 5 days to 8 hours (BFSI)
- On-time delivery from 82% to 96% (logistics)
- Up to 45% of high-volume back-office effort automated