

## Case Study: Microsoft Dynamics AX & POS Support for a Retail Conglomerate

### Customer

- Customer is a leading retail chain in India with having 128 Stores.
- Listed in Stock Exchange with Employee of 5000+ & revenue of 1 Billion USD

- Client had implemented Microsoft Dynamics AX & had lot of customizations and new requirements that needs to be added to their current process.
- FAF did not get adequate support from their existing vendor for AX support.

### Challenges

### Solution

- An Onsite/ Offshore team was set up with immediate effect
- Enhanced the system including ERP & POS
- Solve complex level problems, involving broad product knowledge or functionality specialty. Participate in internal CSS and customer technical trainings in specialty areas

- Client rolled multiple offers to attract clients with implementation of Loyalty Management.
- Integration with multiple payment gateway & RFID Solution
- Implementation of MPOS helped client to roll out new stores in Non Metro Segment

### Benefits