

Chillibreeze elevates financial and operating models with Microsoft Dynamics 365 Business Central

Optimizing financial operations | Reimagining work | Enhancing savings



About the client

Headquartered in Shillong, India, Chillibreeze provides overnight PowerPoint formatting services for consulting firms and multinational companies. The company was dealing with legacy systems, manual and disjointed processes, and a failed Microsoft Dynamics 365 Business Central implementation.



Solution

Chillibreeze opted to implement Microsoft Dynamics 365 Business Central with sa.global to address these specific challenges and optimize their financial and operational models.



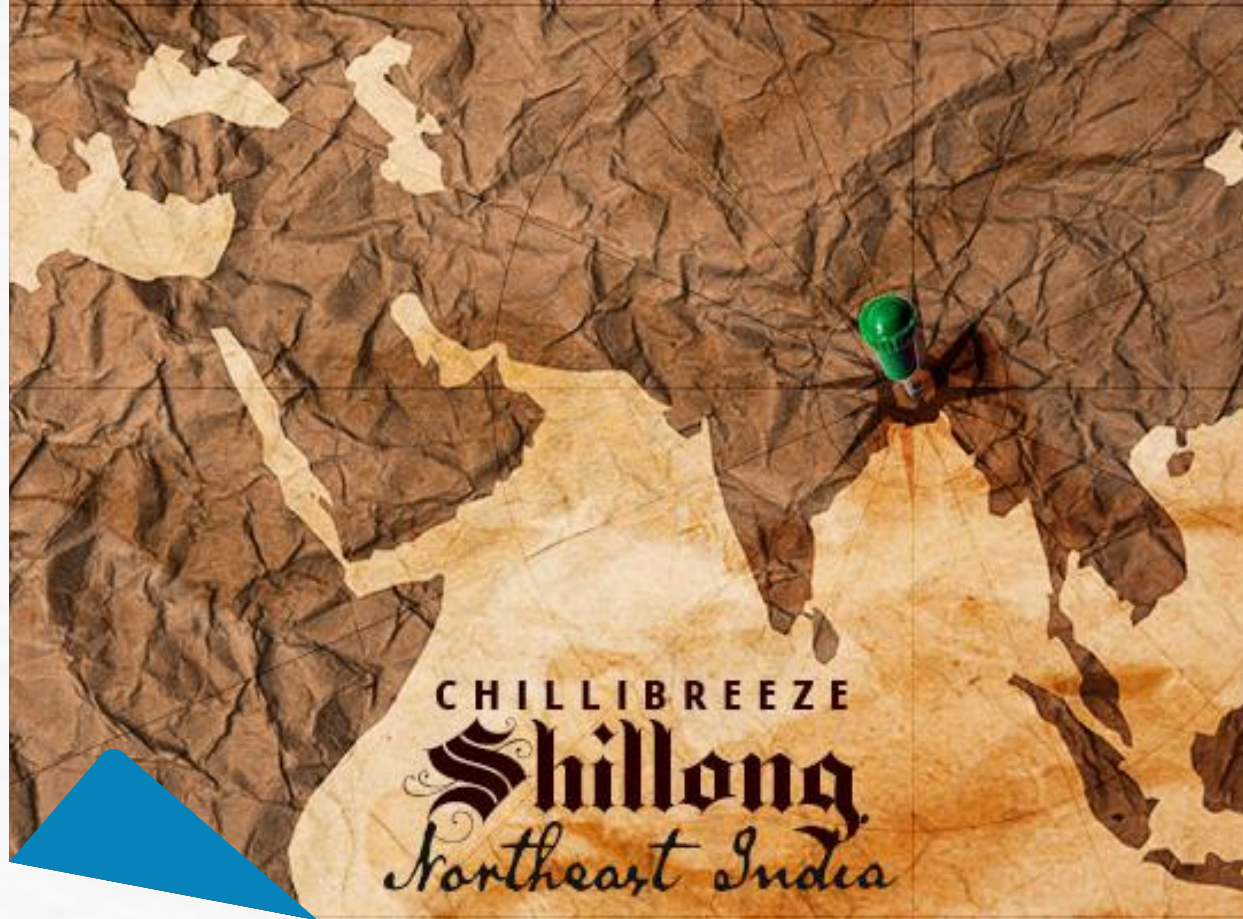
Results

With the Microsoft Dynamics 365 Business Central implementation, Chillibreeze has been able to modernize their work by:

- Minimizing manual intervention
- Streamlining financial operations
- Enabling decision-making with a single source of truth

“sa.global has raised the bar for us. This is evident by the way the team partnered with Chillibreeze to achieve every milestone so that the implementation would stay on track. They are helping us be more process-oriented.”

- Joanna Budelman, Co-Founder, Chillibreeze.



Client **overview**

Chillibreeze is a graphics design company headquartered in Shillong, India with a branch office in Aizawl, India. The organization is known for its reliable and expedited delivery of PowerPoint designs to corporate and Fortune 500 companies across the globe. Their dedicated in-house team of 100+ Microsoft Office Specialists (MOS Certified) excels in producing quality slides and documents.

Over the last 16 years, Chillibreeze has grown to 250 employees and is committed to empowering their team members through the transformational power of work. As a brand, Chillibreeze values speedy, dependable delivery and is passionate about building capabilities that continually add value to others. They aim to be the preferred partner for their employees, customers, suppliers, families, and communities.

Chillibreeze reaches a critical technological crossroad

Chillibreeze was in a situation wherein their systems of record couldn't keep up with the business growth and managing their software had become operationally challenging. Chillibreeze was using and maintaining multiple legacy systems to manage their back-office processes, including separate solutions for finance, sales, HR, and projects modules. They were also managing multiple entities in legacy accounting software and P&L consolidation was quite cumbersome. In addition, they had different standalone applications for accounting, invoicing, and maintaining and tracking Fixed Assets.

"Over the years, we built an interconnected system of about 15 apps and tried to connect invoicing, asset management, billing, time tracking, customer tracking... the list goes on. Ultimately, this turned out to be a waste of time and we ended up with a choppy, inefficient system," noted Joanna Budelman, Co-Founder of Chillibreeze.

In addition, on the ecommerce front, while Chillibreeze was selling their services through the Shopify platform, they received payments through the PayPal payment gateway and E-Invoice IRN generation which was not integrated with the legacy accounting software. It was a tedious and time-consuming task for the Chillibreeze team to manage transactions in multiple systems and reconcile them as well. It also meant repetitive manual tasks as users had to log in and out of multiple systems.

The team was also frustrated with the current accounting platform they had settled on. They wanted a user-friendly experience and visibility. "We reached a point where we realized this limited efficiency was holding us back; we had to make big changes. Our business is strongly committed to reimagining work and to achieve this, we needed a system that could match our ambitions and could connect everybody," added Joanna.

To address these pain points and reinvent their system, Chillibreeze began the implementation process of Dynamics 365 Business Central with another vendor. However, the project failed in the first phase, leading to more frustration.

Chillibreeze then began to look for a partner they could trust to deal with these specific business challenges, and deliver efficiencies and productivity gains, while getting the best value from their solution.



Selecting Microsoft Dynamics 365 Business Central and sa.global to drive a better way forward



Microsoft Dynamics 365
Business Central

sa.global

As a Microsoft-centric company, Chillibreeze was evaluating other ERPs from Microsoft. They opted for Dynamics 365 Business Central because it aligned with their company size, could grow with the business, and help them be future-ready.

Chillibreeze chose to partner with sa.global for the implementation.

“ With sa.global, the green flag for us was that the company and people, “do what they say”. Every team member we interacted with at sa.global had the same values. Being reliable and honoring commitments is something that we believe in as a company, and it was wonderful to find a solution provider who could uphold the same values.

- Joanna Budelman, Co-Founder, Chillibreeze.

An implementation to enable a better way of doing things – moving to **Dynamics 365 Business Central**

Dynamics 365 Business Central will deliver all the solutions – finance, sales, and project modules in one tool. During the transition to Business Central, Chillibreeze will replace three of its four current systems.

Remarking on the biggest benefit Chillibreeze was looking to achieve, Joanna said,

“ A part of the problem was that our systems and processes were lackluster, and we didn’t have a lot of data. It will be interesting to see how many spreadsheet trackers we will be able to eliminate because of Business Central. Then, when we take stock of the number of users that were visiting the sheets and the hours spent working on these trackers... Clearly, time savings is a huge plus, and in our industry, that’s critical.



Embracing greater agility and streamlined operations

With Dynamics 365 Business Central, Chillibreeze can experience quicker navigation within the solution (instead of having to switch between multiple systems) and tighter integration between modules. The business can manage all its different units in one legal entity.

Here's a detailed breakdown of all the advantages and improvements to processes that Chillibreeze has secured with the transition to Dynamics 365 Business Central:



1

Time savings:

The order processing and payment creation processes have been automated with the Shopify and PayPal integration, resulting in a lot of time saved for the users that reconcile the payment and orders



2

Quicker billing:

Integration between the sales application and Dynamics 365 Business Central ensures automated and faster billing



3

Reduced manual interventions:

Tracking of sales, which was earlier managed through spreadsheets and using a third-party app, has been automated with a standard connector, thereby reducing manual intervention



4

Optimized Asset Management:

Multiple standalone applications across multiple departments maintained and tracked Fixed Assets. These inefficiencies are being streamlined with Dynamics 365 Business Central



5

Lesser costs:

Reduced costs with fewer third-party apps and the use of many of the out-of-the-box features of Dynamics 365 Business Central



6

Streamlined processes:

While earlier users were working on spreadsheets across various departments (necessitating a complex year-end collaboration), now all the data is housed in a single location

“Three months into the implementation and our accounting team is pleased with the efficiency, outcomes, and potential of this interconnected platform. Business Central will save us time, make us efficient, and eventually give us reporting through Power BI. I believe that this tool will give visibility to all and help Chillibreeze measure the value creation – and that is the pathway to growth.

The roadmap ahead:

Continuing to reap the benefits of a Business Central implementation

Going forward, another module of Dynamics 365 Business Central will be implemented at Chillibreeze. With this move, over 160 graphic designers will begin using Dynamics 365 Business Central. sa.global will also be adding Power BI to Dynamics 365 Business Central to empower Chillibreeze users to produce their key dashboards; Chillibreeze will also eventually look to widen the scope of Power BI to cover all the modules.



“sa.global walks the talk and believes in driving client success. The team members go the extra mile to keep the project delivery on time or to address our queries. The leadership has demonstrated their project management capabilities through how they have managed and communicated for the project. I am looking forward to this continued partnership,” Joanna concluded.



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