



A custom low-code app and cloud migration deliver an 80% increase in productivity

Client: Group O

Industry: Professional Services



Challenge

- Paper-based internal processes
- Manual onboarding of customers
- On-premises, siloed ERP systems



Solutions

- Cloud-based ERP: Dynamics 365 Finance
- Custom, model-driven Power App
- Digital onboarding, automated data management



Results

- 80% productivity lift in customer onboarding
- Easy-to-find, easy-to-understand audit trails
- Greater connectivity of data and departments



Group O gives all to its clients, and that's a good thing.

As an end-to-end business process outsourcing provider specializing in incentive marketing solutions, supply chain management, packaging, and much more — Group O supports some of the biggest brands in the world including AT&T, Michelin, PepsiCo, Bayer, Caterpillar, and Samsung.

Its success has not gone unnoticed. What started in 1974 as a small packaging company run out of the back of a family station wagon, has been ranked by the United States Hispanic Chamber of Commerce as one of the top five Latino-owned businesses in the country. The Milan, Illinois-based company founded by the late Robert Ontiveros continues to innovate and expand under the leadership of his son, Gregg.

Group O gives all to its clients, and that can turn into a not-so-good thing.

Group O has grown organically over the last 50 years by working closely with their clients to identify pain points and opportunities to optimize their processes. When they noticed that their own growth may outpace their technology, they reached out to Argano to maintain their growth trajectory.

Previously relying on paper-based

internal processes, on-premises ERP (Navision and Solochain), and manual workflows in onboarding customers and vendors, Group O partnered with Argano to facilitate their migration to the Microsoft Cloud and create custom applications with its **Advanced Specialization in Microsoft Low Code Application Development**.

A custom low-code application, a Dynamics foundation, a total transformation

Three foundational elements often occur in every transformative solution:

1. Migration/implementation (moving a client to the cloud)
2. Automation (reducing the need for manual labor; creating workflows that “run themselves”)
3. Integration of platforms, processes, and people.

Group O and Argano satisfied all three.

Along with orchestrating its move from on-premises ERP to Dynamics 365 Finance, Argano's FastTrack Solutions Architects worked with Group O to design a customer application solution to digitize its onboarding processes, as well as automate master data management in its ERP system.

Using Power Apps, Argano built an automated vendor and customer

onboarding and maintenance system, along with custom workflows to help automate attached business processes, improve integration with its Dynamics 365 system, increase data and systems transparency, and improve productivity across the enterprise.

Argano did not do it alone. Throughout the process, Group O provided the much-needed input related to their current business requirements and desired business outcomes to ensure the seamless development of the low code application and its adaptability to specific, departmental needs and workflows.

An added feature and benefit of the overall solution was an increase in transparency, resulting in more actionable data, and easy-to-find and easy-to-understand audit trails.

Low-code solution, high-yield benefits

With its new, custom Model-Driven Power App, Group O is now able to quickly navigate to an interface where they can view pending approval requests, create new vendor/customer requests, search and create modify requests, or extend an existing vendor/customer to another legal entity.

The app also outlines all required business processes and provides guidance on next steps in those processes. Supporting documents can

also be uploaded for other departments to review. With all information accessible in one secure location, Group O is able to build reports and maintain audit histories.

Prior to partnering with and implementing Argano's Advanced Application Development, Group O's onboarding process could have taken up to four weeks. Now with its new low-code app and cloud-based solution, it has streamlined and optimized the process to as little as three days: a productivity increase of 80%.

Now with technology keeping pace with its business operations, there is no stopping Group O as they continue to lead the way in providing innovative solutions for the world's largest brands.

To learn more contact us today at microsoft@argano.com.



About Argano

Argano, the world's first and leading designer of modern Digital Foundations™, empowers companies to reimagine their business operations by integrating, automating, and optimizing the way data, technologies and users interact. Fortune 100 to Global Fortune 2000 trust us for a faster, more reliable journey to their best digital future.