



D365 Field Service and Finance & Supply Chain Implementation

Case Study

Propak Energy Services

Propak Challenges

Propak Energy Services, a leading provider in the energy sector, engaged Ludia Consulting to **spearhead its digital transformation strategy to enhance operational efficiency and service processes**. Propak recognized the need for an integrative approach to manage its extensive operations. Faced with increasing demands and complex logistical challenges, Propak sought to replace its fragmented systems and manual processes with a unified digital solution and had the following goals:

- **Streamline operations**
- **Improve data accuracy**
- **Enable real-time decision-making**



PROPAK 
Energy Services

Propak Solutions

- Ludia Consulting, in collaboration with Propak Energy Services, implemented a comprehensive solution using Microsoft Dynamics 365. This solution **digitized and automated key operational workflows across finance, supply chain, and field service.**
- Ludia Consulting modernized Propak's service operations by **enabling them with the right tools to service equipment adequately.**
- **The Dynamics Field Service Mobile app** was vital to this solution, equipping technicians with the tools to complete a work order.



D365 Field Service



D365 Finance



D365 Supply Chain



Microsoft Dual-Write



Propak Results

Ludia Consulting's engagement significantly excelled Propak's transformation goals. Establishing a robust digital foundation addressed immediate operational challenges and set the stage for ongoing improvements. Propak is better equipped to streamline its processes, reduce operational costs, and enhance service quality. This foundation supports Propak's future initiatives to digitize workflows and expand its capabilities, expanding efficiency and growth.



Issue financial statement package with increased efficiency



Improve back-office satisfaction by reducing complex background processes by 80%



Reduce time of managing inventory replenishment by 50%





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**Find out how Ludia
Consulting can help you!**

**Talk to our team today:
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