

Software Dynamics

Company Profile



Radically reimagine business through digital innovation.

Software Dynamics provides end-to-end integrated enterprise solutions coupled with the state-of-art technology and unprecedented flexibility. Customers within the region have come to appreciate the technology, quality, value, versatility and support they receive from Software Dynamics. Software Dynamics products are used by more than 500 small and medium enterprises in East Africa, and can be found in the most demanding vertical industries.

Founded: 2009

Ownership: Private Limited Company

Industry: Enterprise Software Products, Customized Software Solutions, System Integration, Retail Commerce Solutions (POS), Cloud

Mission Statement

- To develop, market, promote, sell, support and service reliable, user friendly integrated IT solutions tailored to suit specialized customer segments at affordable costs.
- To engage in research and development activities in order to ensure our products remain current with technology advancements and statute changes.
- To establish a network of training centers to ensure regular supply of trained practical users to support our clients.

Our Strategic Partnerships

At Software Dynamics, we partner with the world's leading technology vendors to provide innovative, integrated solutions for our clients. We focus on both front-end customer experiences and back-end API infrastructure, which sets us apart as a preferred digital transformation partner. Our strategic partnerships allow us to offer the latest technology and solutions to our clients, helping them stay ahead of the competition and achieve their business goals.



Microsoft Partner



Delivering Results

Our Process - How we work.



Committed to Service

At Software Dynamics, we are committed to providing exceptional service to our clients. Our team of trained and experienced Microsoft Certified Professionals use a tried-and-tested implementation methodology to ensure that projects are delivered on time, within budget, and to the satisfaction of our clients. We work closely with our clients throughout the project, from initial scoping to go-live and ongoing support.



24*7 Support

We understand that business never stops, and neither should our support. That's why we offer round-the-clock support to our clients, including online ticket access, online chat, and telephone support. Our dedicated support team is always available to promptly handle any requests from our clients.



Customer Success

We believe that the key to successful software implementation is in understanding our clients' business needs and goals. With over 100 successful projects under our belt, we have a proven track record of delivering results for clients across a variety of industry verticals and regions. Our goal is to help our clients achieve success by providing them with the right technology and support.



Our Solutions

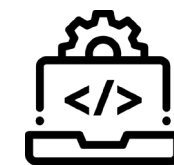
‘Augment your IT Team’s power with our Managed IT Services’

Managed IT Services

When your team is at capacity just keeping the lights on, how do you make room for value-adding projects that will elevate the organisation?

Our Managed Services team can support with BAU, by keeping mission critical applications and ICT infrastructure robust, resilient, optimised and always available.

Or bring us in to help with special projects, system integrations, cyber security, data recovery, cloud migrations, or compliance and regulation audits.



Enterprise Architecture



Managed Applications



Cyber Security



Health Checks

Enterprise Resource Planning (ERP) Solutions

Integrate your core business systems (accounting, finance, supply chain, operations, manufacturing) with the right **ERP system**, to create a 'single pane of glass' view of your company, improving collaboration, empowering data-driven decisions, and improving productivity.

Dynamics 365 Finance

A completely integrated, scalable ERP solution that enables you to gain greater control of your Finance and Operations functions, as well remove risk and waste from Project Management and Supply Chain, while providing critical insights from business intelligence and Artificial Intelligence (AI).

Dynamics 365 Business Central

Connect your teams, operations, and customers with one system that will help you deliver optimised results at an accelerated rate, and enable you adjust to changing business and environmental conditions with built-in intelligence and insights.



**‘Make smart
decisions faster
with the right ERP
system for you’**

**‘Turn customers
into advocates and
sales people into
revenue hunters’**

Customer Relationship Management (CRM) Solutions

The right **CRM (Customer Relationship Management)** solution will empower you to create curated buying journeys for customers and prospects alike, while giving your sales and marketing teams timely insights and reports that prompt them to respond at the optimal moment to get a successful outcome.

If you are serious about simplifying the customer engagement process, in a powerful, automated, and insightful way — resulting in a fuller, more valuable sales pipeline, a great CRM is your best friend.



Skip the crystal ball and forecast with accuracy



Automatically create personalised engagements



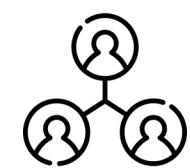
Synchronise Sales & Marketing



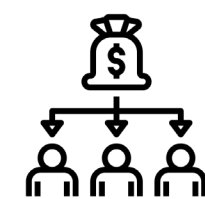
Get that satisfaction glow, Happy clients are loyal customers.

HRIS (Human Resource Information System)

Create a people-centric culture with leading payroll, HR, time and attendance, personnel and performance management and pay review system solution.




Bring out the best in your people



Struggling with a slow and difficult to use payroll system? Cloud-based payroll software significantly speeds up the payroll process and ensures that your business complies with all relevant government legislation.

‘Engage, manage, and inspire your people with HRIS solutions that delight’





**‘Connect anything
to anything with an
integration solution
that does more than
connect the dots’**

Integration

Integration as a Service (IaaS and iPaaS) connects any combination of processes, services, applications and data to enable development, execution and governance within a single business, or across multiple organisations.

Maximise the full value of your business solution investments, and ensure you’re getting the total picture at all times.

Why do you need Integration as a Service?

If you’ve got core business solutions and applications in your business that rely on an uninterrupted bilateral or multilateral flow of information and data in order to operate effectively, you’ll need an integration solution to help them talk to each other.

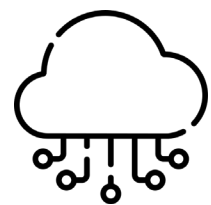
Whether your applications are on-premises, in the cloud, or a combination of both, integrating these applications will enable you to manage, update, govern, and activate them to provide secure, end-to-end optimisation of value extraction that will maximise your investments.

A man and a woman are sitting at a desk in an office, looking at a computer monitor. The man is on the left, wearing glasses and a light blue shirt. The woman is on the right, wearing a light blue shirt. They are both looking at the screen. The background shows a potted plant and a framed picture on the wall. The entire image has a blue tint.

**‘Not everything is
one-size fits all.
We’ve got **Specialist
Solutions** for your
unique needs’**

Speciality Solutions

Stay ahead of your competitors and operate more efficiently with high outcomes, customer satisfaction and minimised compliance risks.



Cloud Services Provider:

As a leading Cloud Service Provider, we offer businesses a range of cloud-based services such as storage, computing power, and software. This allows companies to access these services on-demand and pay only for what they use, reducing costs and increasing flexibility.



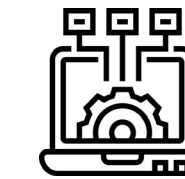
Infrastructure Modernization:

We understand that technology is constantly evolving, and it can be challenging for businesses to keep up. Our infrastructure modernization services can help your business update and upgrade its technology and systems to improve efficiency and reduce costs.



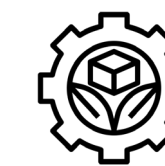
KRA iTAX TIMS Integration:

We understand the importance of tax compliance for businesses. That's why we offer KRA iTAX TIMS Integration to seamlessly integrate the Kenya Revenue Authority's iTax system with the Tax Information Management System. This will ensure that all necessary data is shared and compliance requirements are met.



Business Central Accelerator:

Our Business Central Accelerator is a powerful program that can help your company streamline processes and improve productivity. It includes features such as automated workflow, data analytics, and integration with other systems, to give you valuable insights into your business and make data-driven decisions.



D65 for Food and Beverages:

In the food and beverage industry, quality is of the utmost importance. Our D65 for Food and Beverages quality standard helps ensure that products meet safety and quality requirements, giving companies a competitive edge in the marketplace and building customer trust in the brand.



Retail Re-Imagined

The one-stop Point of Sale you need to thrive

SalesLife Point of Sale (POS)

SalesLife POS is a comprehensive point-of-sale solution that offers features such as ecommerce integration, inventory management, and ERP integration to help businesses streamline operations, manage inventory, and make data-driven decisions. It helps businesses to improve efficiency, reduce costs and increase revenue.

- **Simplify complex operations:** Streamline workflows and get more done in less time by leaving the busywork to us.
- **Scale and grow your business:** Ignite your potential by expanding to new channels, adding new locations and learning from your data.
- **Provide exceptional customer experiences:** Exceed customer expectations with every transaction and build a loyal community, online and off.
- Get access to **eCommerce Intergration** and access to **Mobile App POS Version**

TECHNOLOGIES |  Microsoft

Uncover your business potential with the power of our technology partners.

Achieve your full potential with Software Dynamics as your Microsoft Partner

Microsoft products empower every organisation and every person to achieve more. As one of the leading Microsoft Partners, Software Dynamics works with you to ensure that the 'more' you achieve is meaningful to your business.

The total Microsoft suite is so diverse, you'll uncover new ways to accelerate your business success, delight your customers, and deliver operational excellence every day.

Leverage the power of an end-to-end Microsoft business environment, or explore what a single integrated solution can do for you, with Software Dynamics as your Microsoft Partner.

Case Studies

Our forward-thinking customers have left these struggles behind!



CASE STUDY

Streamlining Sales and Finance: Pwani Oil Products' Success Story with Salesforce Automation and Oracle E-Business Suite Integration



About the Company:

Pwani Oil Products is a company that specializes in providing high-quality cooking oils and cleaning products to consumers. The company's mission is to help consumers enjoy their lives by providing them with products that facilitate healthy cooking and hygienic cleaning.

Challenge:

Pwani Oil Products was facing a significant challenge in managing their sales process and integrating it with their financial management system. The company's sales team was using a manual system to track sales, which was time-consuming and prone to errors. Additionally, the company was unable to effectively track their financial data, making it difficult to make informed business decisions.

Implementation:

Pwani Oil Products partnered with Software Dynamics to implement a Salesforce automation solution that integrated with their Oracle E-Business Suite financial management system. The solution automated the sales process, allowing the sales team to quickly and easily track and manage customer information, sales data, and financial data. The integration with the Oracle E-Business Suite financial management system also enabled the company to have real-time visibility into their financial performance, making it easier to make informed business decisions.

Results

The implementation of the Salesforce automation solution and integration with the Oracle E-Business Suite financial management system resulted in significant improvements for Pwani Oil Products. The automation of the sales process improved efficiency, reducing the time and effort required to manage customer information and sales data. Additionally, the integration with the financial management system provided the company with real-time visibility into their financial performance, enabling them to make more informed business decisions. Overall, the implementation of the solution helped Pwani Oil Products to improve their business operations, increase sales and improve bottom line.

CASE STUDY

Sustainability Meets Efficiency: GreenSpoon's Success Story with Dynamics Business Central 365



About the Company:

GreenSpoon is an eCommerce store that specializes in selling healthy products and groceries. The company's mission is to bring a positive impact on the planet by providing consumers with high-quality, sustainable products.

Challenge:

GreenSpoon was facing a significant challenge in managing their financial, sales, and operations processes. They were using multiple systems to track financial data, sales, and inventory, which was time-consuming and prone to errors. Additionally, the company was unable to effectively track their financial data, making it difficult to make informed business decisions.

Implementation:

GreenSpoon partnered with Software Dynamics to implement Dynamics Business Central 365 for financial management, sales, and operations. This solution helped them to automate their financial management, sales and inventory processes. Dynamics Business Central 365 allows the company to have real-time visibility into their financial performance, making it easier to make informed business decisions. They could also track their inventory and manage the sales process through the same system which was a huge plus.

Results

The implementation of Dynamics Business Central 365 has resulted in significant improvements for GreenSpoon. The automation of financial management, sales and inventory processes improved efficiency, reducing the time and effort required to manage customer information and sales data. Additionally, the integration with the financial management system provided the company with real-time visibility into their financial performance, enabling them to make more informed business decisions. Overall, the implementation of Dynamics Business Central 365 helped GreenSpoon to streamline their business operations, increase sales, improve inventory management and reduce costs.

CASE STUDY

Vétérinaires Sans Frontières – Germany (VSF-G) enhances accountability and transparency



About VSFG:

Vétérinaires sans Frontières Germany (VSFG) is the international name for the German non-profit organization “Tierärzte ohne Grenzen e.V.” who has been working in the Greater Horn of Africa since 1998. It has its headquarters in Berlin, Germany, and a regional office in Nairobi, Kenya. VSF Germany is present with country and field offices in Ethiopia, Kenya, Somalia, South Sudan and Sudan.

Solution Implementation:

VSFG has implemented Microsoft Dynamics 365 (Dynamics NAV 2019) in its headquarters and in all 6 of its countries of operation, Kenya, Uganda, Ethiopia, South Sudan, Sudan, Somalia and Germany. The organization chose Software Dynamics as its implementation partner, citing their ability to understand VSFG’s specific requirements and become a trusted partner for ongoing support and future developments.

Benefits:

The implementation of Dynamics 365 has allowed VSFG to improve its operations and better serve the communities it works with. The solution has helped VSFG to streamline its processes, manage inventory and financials, and make data-driven decisions. The solution’s flexibility has allowed VSFG to customize it to their specific needs and grow with them as they continue to expand their operations.

Results:

Vétérinaires sans Frontières Germany (VSFG) has implemented Microsoft Dynamics 365 (Dynamics NAV) in all of its countries of operation, with the support of Software Dynamics. The solution has helped VSFG to streamline its operations, manage inventory and financials, and make data-driven decisions. The flexibility of the solution has allowed VSFG to grow with them as they continue to expand their operations.

CASE STUDY

Davis & Shirtliff Microsoft Dynamics CRM deployment improves customer service.



About the Company:

The Davis & Shirtliff Group is the leading supplier of water-related equipment in the East African region. Founded in 1946, the company's business activities are focused on six product sectors - water pumps, borehole equipment, water treatment, swimming pools, solar products, and generators. The group is Kenyan-based and operates through a network of Kenyan branches as well as subsidiaries in Uganda, Zambia, Rwanda, and Ethiopia.

Challenge:

With a fast growing customer base, the Company lacked a future proof Customer Service management solution. Customer data was also in multi systems and the need to centralize all customer data was urgent.”

Solutions:

The project scope included the installation of Microsoft Dynamics CRM and customizing it to fit into the group's business processes. The solution involved integrating with the company's core financial system, Microsoft Dynamics NAV 2013 R2, to ensure seamless business processes.

The group has adopted Cisco Telephony equipment, and software Dynamics Delivered a seamless integration between NAV, CRM and telephony system to enhance customer interactivity. All business processes have high-level alerts via SMS and Email platforms.

Results

Exceed customer expectations with maximized service operations and improved agent efficiency

CASE STUDY

Streamlining Cargo Operations: Swissport Cargo Services' Success Story with SAP Business One and Cargo Spot Integration



About the Company:

Swissport Cargo Services is the world's leading cargo services provider, offering award-winning cargo handling at more than 109 airports worldwide, and handling in excess of 4.1 million tonnes annually.

Challenge:

Swissport Cargo Services was facing a significant challenge in managing their cargo operations and integrating it with their financial management system. The company's cargo handling process was using multiple systems to track cargo, which was time-consuming and prone to errors. Additionally, the company was unable to effectively track their financial data, making it difficult to make informed business decisions.

Implementation:

Swissport Cargo Services partnered with Software Dynamics to implement SAP Business One and Cargo Spot integration solution. The integration involved SAP, Cargo Spot and Operational Software's. This solution helped them to automate their cargo operations and integrate it with their financial management system. The integration with the SAP Business One financial management system also enabled the company to have real-time visibility into their financial performance, making it easier to make informed business decisions.

Results

The implementation of the SAP Business One and Cargo Spot integration solution resulted in significant improvements for Swissport Cargo Services. The automation of the cargo operations improved efficiency, reducing the time and effort required to manage cargo information and financial data. Additionally, the integration with the financial management system provided the company with real-time visibility into their financial performance, enabling them to make more informed business decisions. Overall, the implementation of the solution helped Swissport Cargo Services to improve their business operations, increase productivity and reduce costs.



**Great outcomes start with
great conversations.
We're ready to listen,
Let's Engage.**

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