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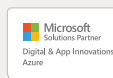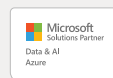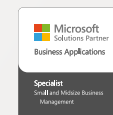Your success. Our solutions.

SUCCESS CASE

WEBCOR GROUP'S STRATEGIC PARTNERSHIP WITH ARQUICONSULT

WEBCOR GROUP

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WEBCOR GROUP'S STRATEGIC PARTNERSHIP WITH ARQUICONSULT

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Webcor Arqui Journey started back in 2015 with a full POS Implementation over 65 warehouses. This Program was complex as it includes not only application implementation but also Infrastructure and connectivity implementation.

The POS Program was a success story and we decided to extend our partnership and success stories to cover Dynamics F&O Implementations at the Group level along with some peripheral like Application Management , Master Data Management. "

Tony El Khoury (Webcor Group - Dubai)

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SUCCESS CASE

**Webcor Group's Strategic Partnership
with Arquiconsult**

INTRODUCTION

Webcor Group, a prominent player in the agro-industrial and FMCG sectors in Sub-Saharan Africa, has established a long-term partnership with Arquiconsult to support their evolving systems across challenging geographies and multiple business lines. This case study explores the journey of this partnership.

SUCCESS CASE

Webcor Group's Strategic Partnership with Arquiconsult

Background of Webcor Group

Webcor Group, founded in 1978, has grown from a small textile shop in the Democratic Republic of Congo to a market leader in soft commodities and FMCGs in Sub-Saharan Africa. With a strong presence in Angola, Mozambique, and the DRC, Webcor's operations span sourcing, trading, production, distribution, and retail. The company's mission is to create sustainable access to food by offering high-quality, affordable products through an extensive distribution network.

The need for a Strategic IT Partner

As Webcor expanded its operations, the complexity of managing diverse business lines and geographies increased. The need for a robust IT infrastructure to support their growth became evident. Webcor sought a strategic partner with expertise in Microsoft Dynamics technologies to help streamline their operations and enhance their IT capabilities.

Partnership with Arquiconsult

Arquiconsult, a leading information systems consulting company specializing in Microsoft Dynamics solutions, emerged as the ideal partner for Webcor. With offices in multiple countries, including Portugal, Spain, and Angola, Arquiconsult's extensive experience and proven track record in implementing multinational projects, ensuring standardization of global processes, knowledge of complex industrial processes and warehouse optimization were a

perfect fit for the partnership and a valuable ally in Webcor's digital transformation journey.

Here's how the partnership with Arquiconsult played a crucial role:

- Implementation of Application Management Services (AMS)

  One of the key areas of collaboration between Webcor and Arquiconsult has been the implementation of AMS across multiple geographies and business lines. This involved providing continuous support and maintenance, ensuring system stability and performance. Arquiconsult's proactive approach and deep understanding of Webcor's business needs have been instrumental in achieving seamless operations.

- Complex Projects: Master Data Management

  In addition to AMS, Webcor and Arquiconsult have successfully executed complex projects to transform their business in one of its key areas: Master Data Management (MDM) for Finance and Product Catalog.

SUCCESS CASE

Webcor Group's Strategic Partnership with Arquiconsult

Master Data Management (MDM) is a discipline that helps organize critical information to avoid duplication, inconsistency, and other data quality issues. MDM ensures that the data related to financial transactions and product details are accurate, consistent, and up-to-date across all systems. This is crucial for Webcor Group as it operates in various geographies and deals with a wide range of products.

These projects required meticulous planning and execution to ensure data accuracy and consistency across Webcor's diverse operations. Arquiconsult's expertise in data management and integration played a crucial role in the success of these initiatives.

- Selection of Dynamics 365 Finance & Operations (D365F&O)

Webcor's decision to adopt D365 F&O as their solution for all industries was a natural progression after the significant milestones of developing the Core Model in Grandes Moagens de Angola (GMA), one of Africa's largest wheat flour mills.

The Core Model for the Industry business line, was a pivotal a part of the D365F&O solution, was implemented to streamline operations and enhance efficiency, always having in mind the harmonization and standardization of processes. The CORE Model's stabilization and improvements performed over last months demonstrated the potential of D365F&O to provide a steady and reliable solution for Webcor's complex business needs. The selection of D365F&O aligns with Webcor's strategic vision of leveraging advanced technologies to drive efficiency and growth alongside with standardization of process.

CONCLUSION

The partnership between Webcor Group and Arquiconsult exemplifies the power of collaboration in achieving digital transformation. Through their joint efforts, Webcor has been able to enhance their IT infrastructure, streamline operations, and successfully implement complex projects. The adoption of D365F&O marks a significant milestone in Webcor's journey towards becoming a leading branded food company in Africa.

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