

HITACHI



INDUSTRY

IT Services and IT Consulting

COUNTRY

Australia

IMPLEMENTATION PARTNER

Hitachi Solutions Asia Pacific Pte. Ltd.

PRODUCTS AND SERVICES

Microsoft Dynamics 365 Finance and Operations

- Finance
- Supply Chain
- Project Operations
- Subscription Billing

Logicalis Australia: Building a Scalable ERP with Dynamics 365 Finance and Supply Chain Management

Logicalis Australia Pty Ltd is a global technology services provider with over two decades of experience delivering consulting, implementation, and managed services. Specialising in end-to-end cloud solutions, Logicalis Australia combines strategic advisory expertise with next generation digital managed services to help organisations gain real time visibility, actionable insights, and improved performance.

CHALLENGE

Logicalis Australia was operating on a legacy ERP system approaching end of support in 2025, presenting a timely opportunity to modernise its technology landscape while ensuring continuity of operations.

Over time, the business had adopted multiple specialised systems, including Great Plains, ConnectWise, and Projector, to support different functions. This setup required integrations and manual coordination, which created opportunities to further streamline data sharing and improve visibility across finance, project operations, and supply chain activities.

As the organisation grew, its processes also evolved to support increasingly complex operations. This highlighted the need for a more unified and scalable platform to enhance efficiency and collaboration across teams.

Looking ahead, Logicalis Australia identified a clear opportunity to accelerate its digital transformation by adopting a modern solution that could seamlessly integrate with the broader APAC region—enabling more connected operations and real-time data sharing across markets.

SOLUTION AND BENEFITS

Hitachi Solutions implemented **Microsoft Dynamics 365 Finance and Supply Chain Management**, delivering a single, cloud-based ERP platform that unified finance, supply chain, project management and accounting, and subscription billing.

This integrated platform was designed to support Logicalis Australia's long term growth strategy by simplifying complex processes while remaining flexible enough to evolve with the business. With a standardised solution, Dynamics 365 enabled real time integration of operational and financial data across the organisation. Dynamics 365 Customer Engagement was also integrated to ensure consistency across customers, products, and project information.

Importantly, the implementation extended beyond a single country deployment. In addition to the primary Australian entity, another entity in Malaysia—was included, demonstrating the platform's ability to support multi entity operations and scale across regions.

“By implementing Dynamics 365 Finance and Operations, Logicalis Australia gained more than a cloud-based ERP solution. The organisation now has a scalable digital platform that improves visibility, supports regional operations, and positions the business for future expansion.” — Aman Kumar, Vice President, Hitachi Solutions Asia Pacific Pte. Ltd.

OUTCOME

Since going live, Logicalis is scaling up its measurable improvements to efficiencies realising improvements across its operations. Month and period end close cycles were completed faster, invoice processing became more efficient coming from one centralised system, and automation is scaling up.

The Project Management and Accounting module played a central role in these outcomes by seamlessly connecting project planning and timesheet posting with invoicing, cost tracking, revenue recognition, and WIP reporting. Subscription Billing further enhanced accuracy and reduced operational complexity by supporting recurring revenue models within the same solution.

By consolidating multiple systems into a single ERP platform, Logicalis Australia reduced integration overhead, eliminated data delays, and lowered operational risk. The move to a cloud-based platform also delivered a resilient foundation capable of supporting ongoing change.

Further to the completion of the Australian migration to FinOps, the broader plan to upgrade the other regions within Logicalis APAC is currently being commenced, which capitalises on the common chart of accounts and reporting requirements already established through the Logicalis Australia implementation. This migration will further enhance Logicalis' ability to utilise and capitalise on the powerful offering that FinOps provide, paving the way for further efficiencies in the near future across the broader Logicalis APAC region.

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“Logicalis Australia has successfully migrated to a modern Microsoft Dynamics solution, bringing its business systems into the current integrated system, creating efficiencies and paving the way for further efficiencies to be leverage across Logicalis Australia and the broader Logicalis APAC region in the near future.”

— Tim Reddoch, Finance Director, Logicalis Australia

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LOOKING AHEAD

Building on the success of this implementation, Logicalis Australia is planning further expansion, including tenant migration to Singapore and a broader rollout of Dynamics 365 Finance and Supply Chain Management across Logicalis APAC.

With Microsoft Dynamics 365 and Hitachi Solutions as a strategic partner, Logicalis Australia now has a modern, scalable ERP platform that supports operational excellence today and sustainable growth for the future.

[Contact us](#) to learn how we can help you!

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