



# **One Window**

MANY CAPABILITIES



# RAMA Profile

RAMA Group (Ram Agarwal & Associates, CA Firm + RAMA Corporate & IT Solutions & LLP) an enriched and highly experienced IT consulting firm with technology partnerships Microsoft, with Spine, Automation Edge, Finalyzer to provide implementation, support, upgrade, migration services for their products in its boutique.

RAMA Group has a professional resource team of 175+ people, with 50+ resources dedicated in providing quality ERP & IT services to across industries such Food and Beverage, Restaurants, Entertainment, BFSI, Manufacturing, FMCG, Pharmaceuticals, Textiles, Real Estate, Infrastructure, and Oil & Gas.

Headquartered in Mumbai and another offices at Dubai in UAE and **Hyderabad** in India, RAMA Group has served about 200+ Mid to Large size corporate clients across industries, under all its service verticals.

### **Focused Service Areas**

- ✓ ERP Implementations
- Upgrades, Migrations & Rollouts
- ✓ Data Analytics (Power BI Implementations)
- ✓ Robotic Process Automation (RPA)
- ✓ Indirect Tax (GST & VAT) Consulting
- ✓ IT Network & Data Security Audit
- ✓ SOP Design and Documentations
- ✓ Process Reviews & Re-engineering

Cities - Clients served in Asia. GCC, Africa, US & Europe

15+

Ultra large group and MNCs clients served

175+

**Total Resource team** 

50+

team of techno-functional ERP/ systems consultants



Ram Agarwal - FCA
Founder & Managing Partner
(IA, ERP & Business Advisory Services)

Ram, with nearly 25 years of comprehensive experience, leads the organization, spearheading business development, serving as the key figure in quality assurance, and possessing expertise in Risk Advisory & Management Assurance, Corporate Finance, Business Advisory, and ERP Implementation services.



Manish Patil- BE, MBA VP — Strategy & Consulting

With over 15 years of experience in business development, sales, and consulting, Manish is a strategic leader and specializes in driving growth through innovative strategies, channel partnerships, and enterprise technology transformation. His expertise spans SAP, Oracle, and Microsoft Dynamics, and now extends to Al-powered solutions, including generative Al agents, predictive analytics, and cloudnative platforms. Passionate about solving complex business challenges, he focuses on delivering client value and sustainable growth by aligning emerging technologies with business strategy.



Samit Mallick-MCA
MCP Certified (Navision, Business
Central, LSR)
Associate Director
(FnO | Business Central | Power BI)

15+ years of experience Samit is the brain behind understanding and mapping critical & complex business processes into the ERP with industry best standards.



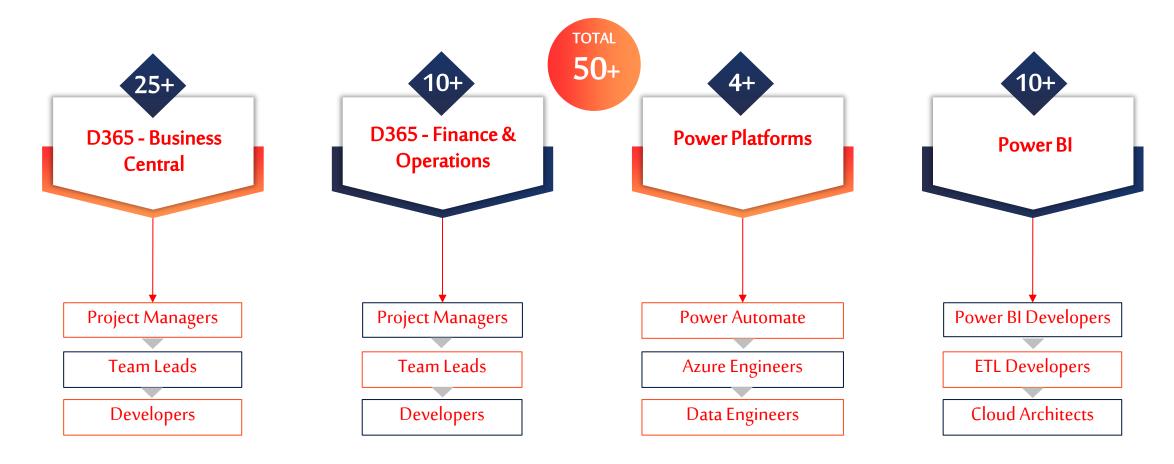
Mahesh Kavathekar- B.COM Solution Architect— Microsoft Dynamics Practice

With 11+ years of experience as a Functional Consultant, Mahesh specializes in MS Dynamics Business Central, D365 F&O (Finance), and Navision, with expertise in ERP implementation, go-live support, and key user training.



Ashok Thakur- MBA
IT Head & ERP Project Manager

With 12+ years of experience, Ashok excels in overseeing project execution, ensuring timely delivery, and maintaining quality standards. Experienced in leading crossfunctional teams, ensuring IT compliance, and optimizing enterprise solutions across industries.



> Proficient Data Analytics team compromising of BI developer, UI/UX, ETL

> IT and Azure Cloud Architects

### **Qualification Index**

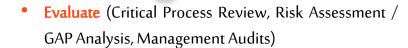
- > Multi Field Qualified Senior Team CAs, MBAs, IT (B. Tech / M Tech) and PMP
- > Mid Level Team IT (B. Tech / M Tech), MCA, PMP, Prince2 and ITIL

- Microsoft Certified Professionals
- > Qualified DBA (Database Administration)
- CCNA (Cisco Certified Network Associates) & CCNP (Cisco Certified Network Professional)

# **Business Process Management**

# Technology

## Compliance



- Build (SOPs, Risk & Controls Matrix, Internal Controls Framework, CCM, ERM etc.)
- Strengthen (Cost Optimization, Profit Improvement Studies, Increase Process Efficiencies Time/Cost)
- Automate (Digital Transformation using ERP, BI, RPA, IoT, IIoT, Data Analytics etc.)
- Improve (Assist in Implementing Recommendations & Establishing Framework for Periodic Reviews)
- Transfer Business Process on models like Build Own Operate (BOO) and Build Own Transfer (BOT)

- Microsoft Partner to implement, upgrade, manage & support MS products like Dynamics 365 (Business Central, AX, Navision, CRM, Power BI etc.)
- Partners with product companies to manage functions like MIS Reporting, Mgt. Dashboards, HR, Automated AP, AR, Reconciliations etc.
- ERP Consulting to identify apt ERP Product & Implementation Partner, Review existing ERP to Enhance Utilization, Integrate with other software etc.
- **ERP Project Management** preparing Functional Requirement Documents (FRDs), Perform UAT, etc.
- Process Automation Solutions using Emerging Technologies like Robotic Process Automation, IoT, IIoT etc.

- Indirect Tax Compliance in UAE and India (GST and UAE VAT)
- Direct Tax and Corporate compliance in India (Income tax, ROC filing, returns & assessment)
- Structuring of **Business Transactions**
- Assistance in Accounting and Audits
- Transaction advisory and due diligence
- Fraud Risk Management and investigation



















**Apt Business Understanding** 



Quick Resolution to Specific Problems



**Best Combination of Consultants** 



Satisfactory & Successful Implementations



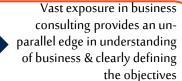
Project Ownership & Responsibility



Poor understanding of business processes, needs & objectives



How RAMA's service delivery overcome the Challenges??



Non-alignment with business stakeholders in the implementation process





Interactive discussion with operations team & due consideration to practical business scenarios

Lack of competency to correctly spell the business requirements and critical business scenarios







Well drafted design document with the help of existing understanding & discussions with stakeholders

Availability of resources to invest required efforts while designing the requirements and accepting the delivery







Business consultants as a part of the team forms a bridge between the users and implementation team

# DEFINE Clear understanding of business needs, objectives and appetite

**DELIVER** 

handholding &

and optimum

utilization

training to equip the

users for sustaining the implementation

Structured

Structuring of implementable solutions aligned with business priorities and discussion with Stakeholders.

# DEPLOY

Implement the agreed solutions in test environment and present to the stakeholders for concurrence

# RAMA's Team Structure for ERP Services

Project In-charge (Senior team member / Business Consultant) Functional
Consultant
(Expert Knowledge

on Product)

Technical
Consultant
(Expert Knowledge
on Technology)

Objective Alignment of Business and Process through ERP Implementation

#### "Greenfield" ERP Implementation

- Business Case for ERP Implementation
- Evaluation and Selection of Suitable Products
- ERP Project Management (including project governance framework)
- Business Process Re-engineering & Requirement Study
- Identifying Gaps between Requirements and System Capabilities
- Providing Solutions through Configuration / Customisation
- Development as per Agreed Solutions
- Independent Verification and Validation (UAT)
- Defining cutover and data migration strategy
- Training and handholding of process owners

#### **ERP Support & Migration Services**

- Change Management
- Troubleshooting
- Migration/Upgrades
- Enhancements & Improvements
- Development of Reports

#### ERP Product & Vendor Evaluations

- Business Requirement Study
- Identification of Suitable Products
- Drafting of RFPs
- Demo Scripts for Product Evaluation
- Software's functional strengths & weaknesses relative to business



Negotiation & Finalization of Contract with Vendor

ERP Post Implementation Reviews

- Cost Vs. Returns
- System Vs. Business Processes
- Scope Completion Evaluation
- Implementation and Data Migration
- Effective control framework-built processes
- Integration of ERP with other systems / BI Tools
- Efficient maintenance of accounting records
- Requirements related to financial statements

#### ERP Implementation Assistance

- Project Governance Framework
- Business Process Re-engineering and Requirement Study
- Identifying Gaps between Requirements and System Capabilities
- Providing Solutions through Configuration / Customisation
- Development as per Agreed Solutions
- Independent Verification and Validation (UAT)

#### ► IT Network & Data Security Audit

- Review of the security mechanisms configured
- Evaluation of possible exposures to unauthorized network connections
- Review of router configuration and logging procedures
- Disaster recovery procedures for the firewall and OS



Penetration test

Microsoft Dynamics 365 **Business Central** 



Microsoft Dynamics 365 **Finance and Operations** 







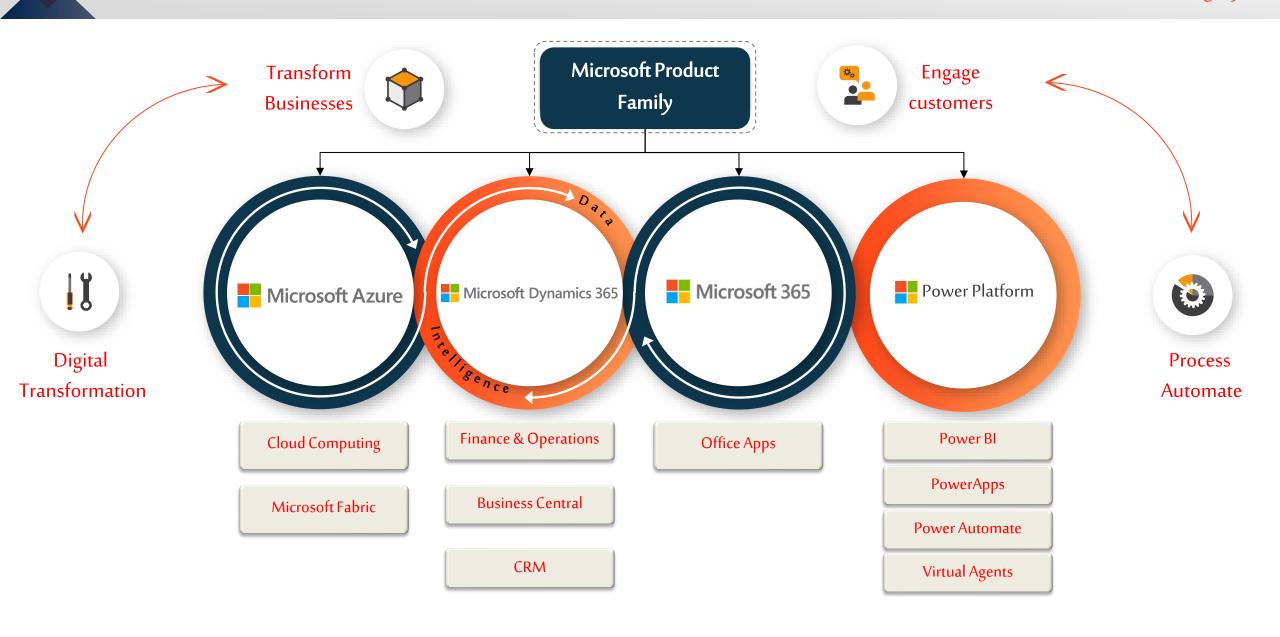








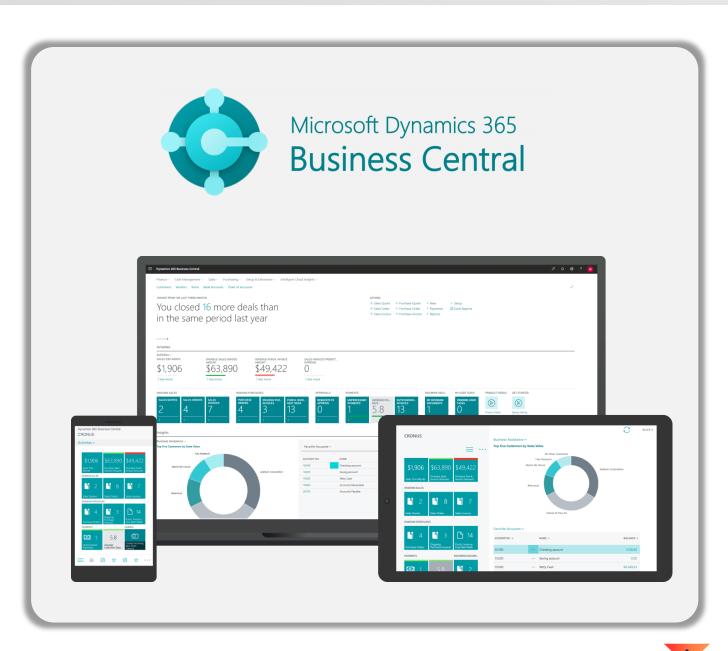




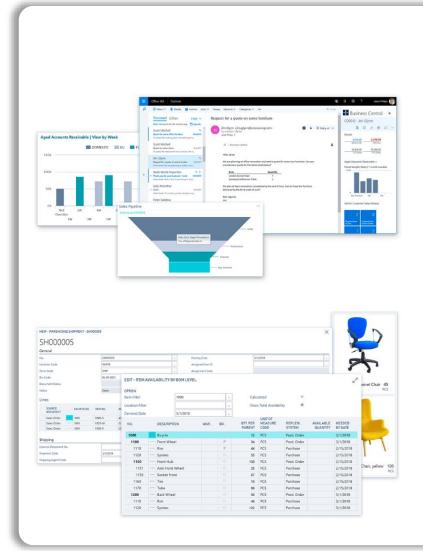


# Microsoft Dynamics 365 Business Central - Capabilities

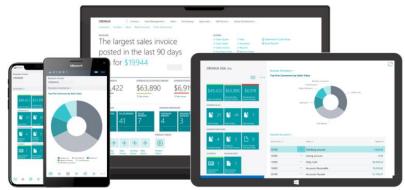
Grow your business and supercharge operations with the power of Al

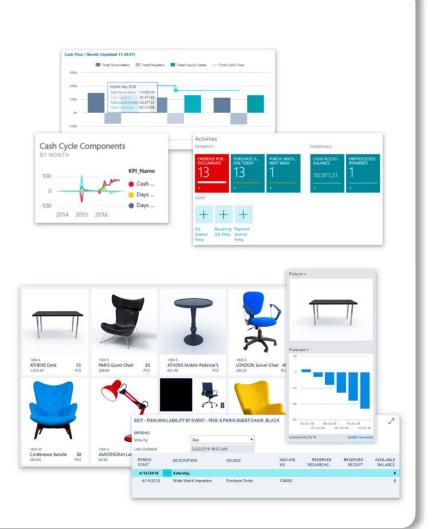


# Grow your business and supercharge operations with the power of Al









Business expectations are shifting, and companies need to adapt now to seize the opportunity



Macroeconomic uncertainty has impacted planning and shifted business priorities for many organizations



Talent acquisition and retention has limited companies' ability to scale and meet demand



Connectivity of systems, processes, and data is becoming a key test of businesses' ability to own the digital age



Al is challenging forward-looking leaders to embrace new ways of thinking about every workflow and resource in an organization



Make better business **decisions** with robust reporting available at your fingertips from anywhere



Eliminate manual workarounds with Alpowered systems workflows contoured to how you work



Automate key processes using AI to ensure your time is spent on building strategy and growing business, not staring at spreadsheets



Comply with financial regulations and requirements to ensure compliance and with the ease of automated reporting



Enhance digital security and equip your workforce with global access on your terms



**Boost** productivity natively integrating to the complete Microsoft ecosystem

Move to the cloud with Business Central, an easy-to-use ERP solution that enables you to adapt faster, work smarter, and perform better.







## **Adapt Faster**

Transform business operations with the security, flexibility, and scalability of the Microsoft cloud solution that grows with your business.

#### **Work Smarter**

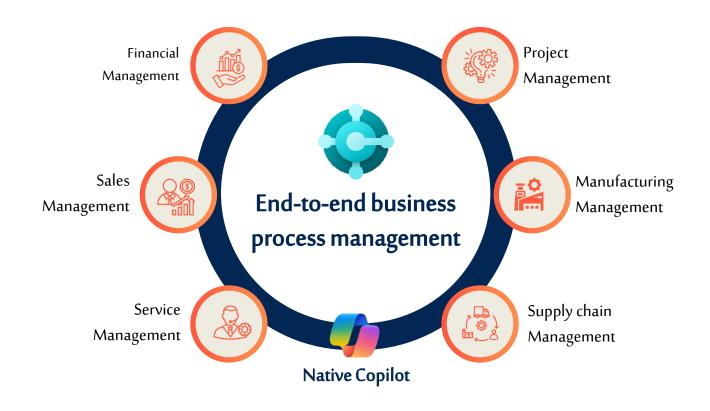
source of truth for finance and operations so your entire business can grow without many of the traditional resource restraints that hold back businesses.

## **Perform Better**

Perform better with Al-powered workflows and timely data that drive continuous process optimization, accelerate financial close, and improve decision-making.

# A rock-solid ERP foundation

for small and medium businesses



# Enhanced and extended

with more than 7,000 solutions on AppSource

# Mapped to your processes

through the expertise and effort of our partners

# **Automated**

with the power of prebuilt and custom agents

# Integrated natively

through the entire Microsoft ecosystem

Dynamics 365 Business Central outcompetes with a fully integrated, Al-powered stack, on the world's most trusted and comprehensive cloud

- Works seamlessly with the Microsoft applications you already use and know – Outlook, Teams, Excel and Power Platform
- Al infused throughout the solution brings you continuous insights to speed decision making
- A single system that works across international locations
- Scalable and extensible to grow and adapt with your growing business



# REALIZE END-TO-END BUSINESS MANAGEMENT WITH BUSINESS CENTRAL









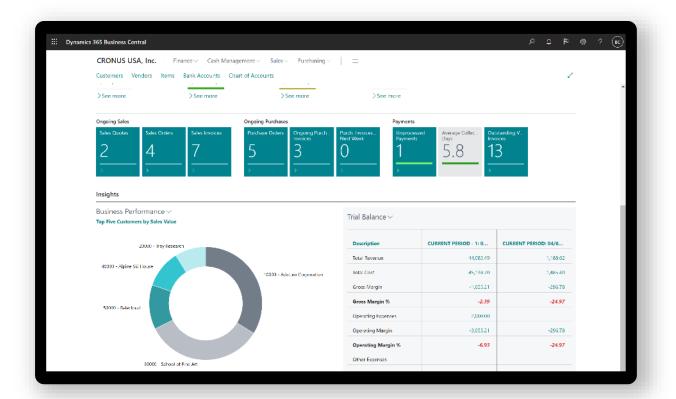






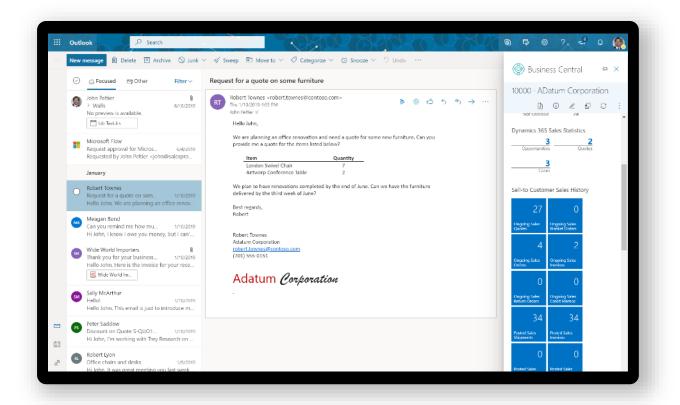
# Take control of your financial data

- Improve forecasting, accelerate financial close, and get real-time performance metrics while fostering compliance and security
- Use Copilot in Business Central, built-in reports, Excel, or Microsoft Power BI and unlimited data dimensions to analyze trends and improve business planning



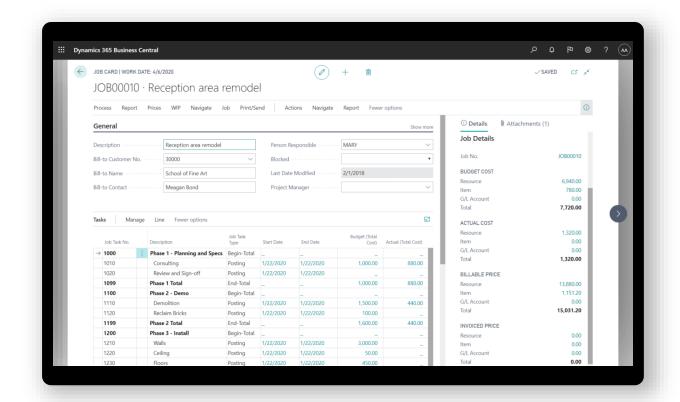
# **Build long-lasting relationships**

- Take better care of customers while managing the entire sales process from within Microsoft Outlook and deliver better outcomes with connected service operations
- Drive sales with marketing text suggestions from Copilot, transition smoothly from sales to service, and manage service agreements to exceed customer expectations



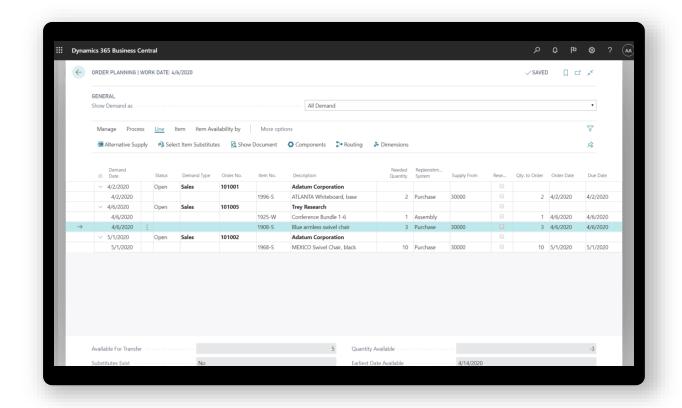
# Successful projects start with proper planning

- Complete projects successfully and profitably with planning, resourcing, tracking, costing, billing, accounting, and timely intelligence
- Enable employees to do their best work with role-based access, and foster collaboration by sharing links to projects directly in Microsoft Teams



# End-to-end visibility for better results

- Deliver products on time and adapt to changing business models with visibility across purchasing, manufacturing, inventory, and warehouses
- Move from manual forecasting and inventory management to Al-based predictive forecasting to improve accuracy





#### Finance and Accounting

- General Ledger
- Unlimited Dimensions
- Multiple currencies
- Multiple companies
- Budget

- Financial reporting
- Consolidation
- Intercompany postings
- Statistical accounts
- Cash flow forecast

- Fixed assets
- Cost accounting
- Deferrals
- Electronic payments/direct debits
- Customer payment process

- Late payment prediction
- · Bank account reconciliation
- Bank account management
- Check writing



#### Sales and Marketing

- Marketing text suggestions
- Contact management
- · Campaign management
- Interaction and email logging
- Opportunity management
- Dynamics 365 Sales integration



#### Fulfillment and Delivery

- Sales invoicing
- Sales order management
- · Sales line and invoice discounting
- Campaign pricing
- Returns and exchanges
- Dynamics 365 Customer Service integration



#### Purchasing and Payables

- Purchase invoicing
- Purchase order management
- Purchase return order management
- Alternative order addresses
- Purchase invoice discounts



#### Inventory

- Inventory control
- Item categories and attributes
- Item tracking
- Multiple locations
- Location transfers



#### Supply Planning and Availability

- Supply planning
- Demand forecasting
- Sales and inventory forecasting
- Order promising
- Calendars



#### **Project Management**

- Basic resources
- Capacity management
- Multiple costs
- Projects
- Time sheets



#### Service Management\*

- Planning and dispatching
- Service contract management
- Service item management
- Service order management
- Service price management
- Dynamics 365 Field Service integration



#### Warehouse management

- Bin Tracking
- Inventory picks and put-aways
- · Warehouse receipt
- Warehouse shipment



#### Manufacturing\*

- Assembly management
- Standard cost worksheet
- Production bill of materials
- Basic capacity planning
- Machine centers
- Version management





# What can Copilot do for you?





Explains concepts and helps you learn

new skills



Locates records and pages, finds matching products based on natural language inquiries or similar products



Compare

Reconciles bank statements and incoming e-documents



Analyze

Organizes data to help you get to insights faster



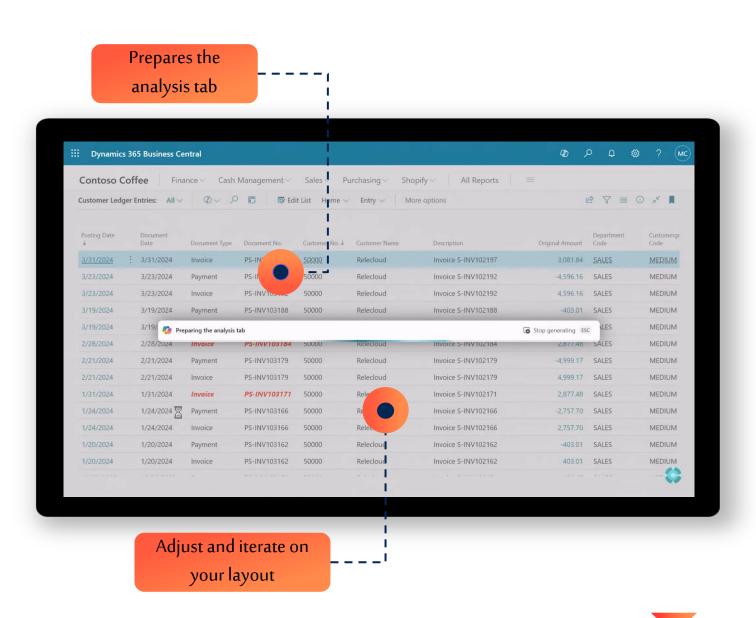
Suggest

Drafts product descriptions, suggests numbering pattern setup for records

Your Al-powered assistant with a growing skillset

# Get to key insights faster

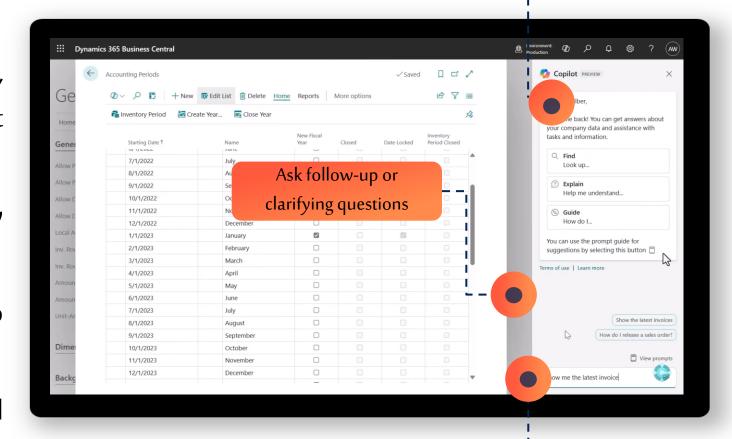
- Copilot simplifies analysis by transforming raw data into insightful summaries using next generation Al
- Provides an interactive and versatile way to calculate, summarize, and examine data
- Creates, totals, pivots, and filters to help you find the information you're looking for



# Use natural language to interact with Copilot

- Copilot acts as a virtual assistant, helping you track down the right information at the right time
- Finds business data for your company in Business Central
- Gives explanations or step-by-step guidance on various tasks
- Helps you understand the purpose and typical use of individual fields

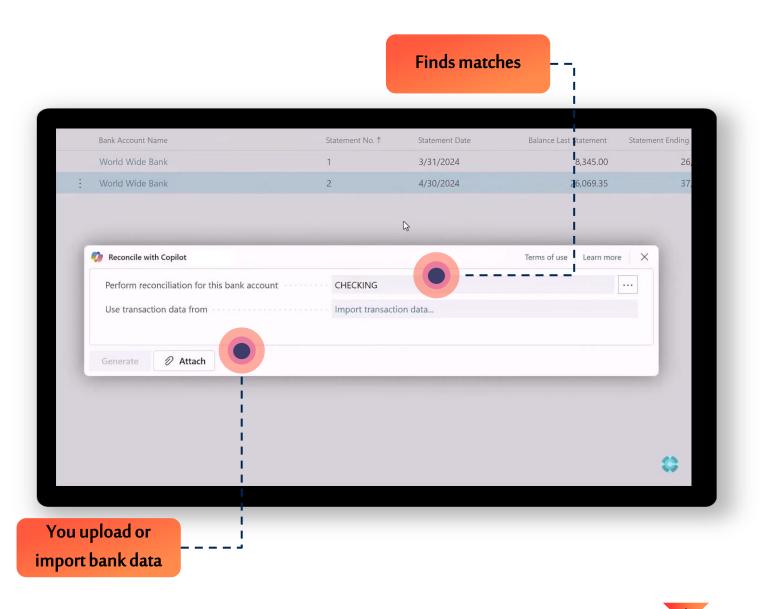
Finds records or pages, or explains how to do things



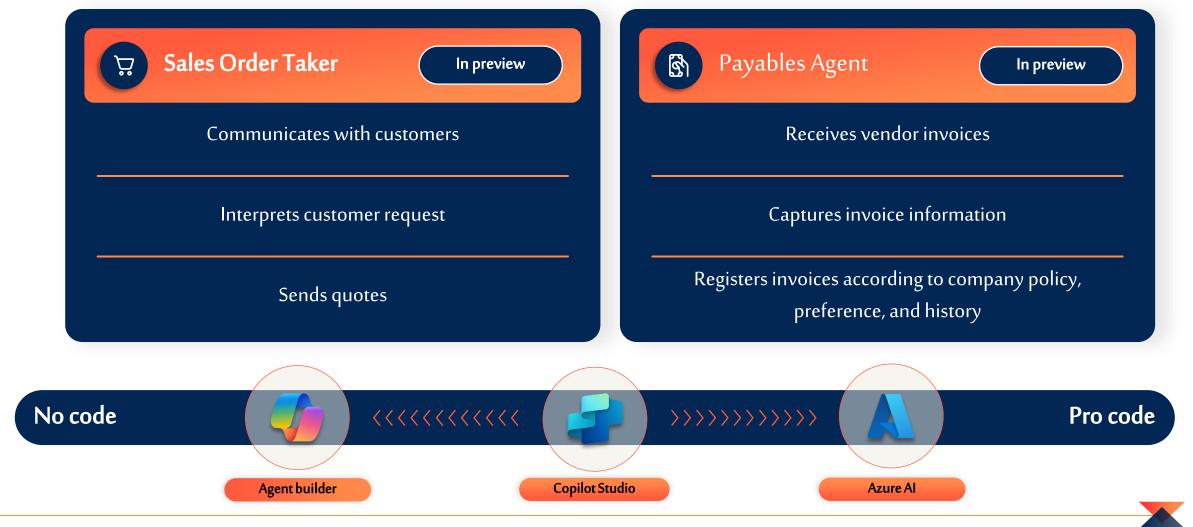
Express yourself in your own words

# Solve the puzzle of bank reconciliation faster and easier

- Copilot is your Al-powered bookkeeping assistant that helps you turn a tedious monthly chore into a quick review
- Finds matches with your ledger entries, even when multiple charges are consolidated into a single entry
- Suggests matching ledger accounts to post new transactions to.



# Built for Business Central, Extendable Across Business Processes



# Seamless systems of record, one source of truth



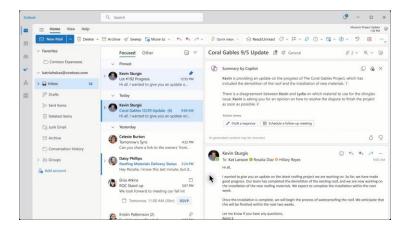
Generate a new customer profile from an inbound email

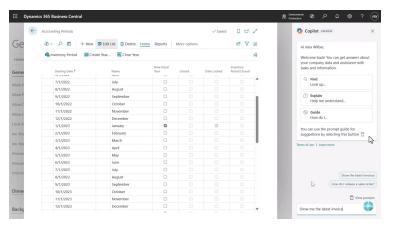


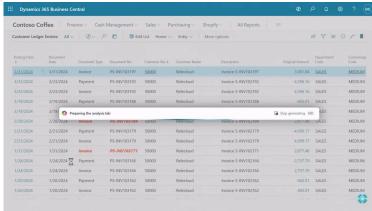
Draft a purchase order and check inventory from a call transcript

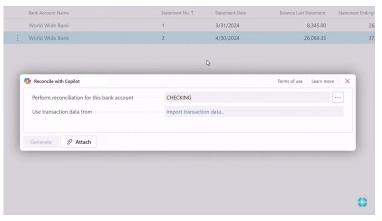


Edit any Business Central field directly in excel without middleware, and generate deep financial analysis with Copilot









# Seamlessly connect Business Central + Microsoft 365 and harness the power of Copilot

Collaborate in the apps where teams work best. Connect Business Central to Outlook, Excel, and Teams - work seamlessly together with timely data

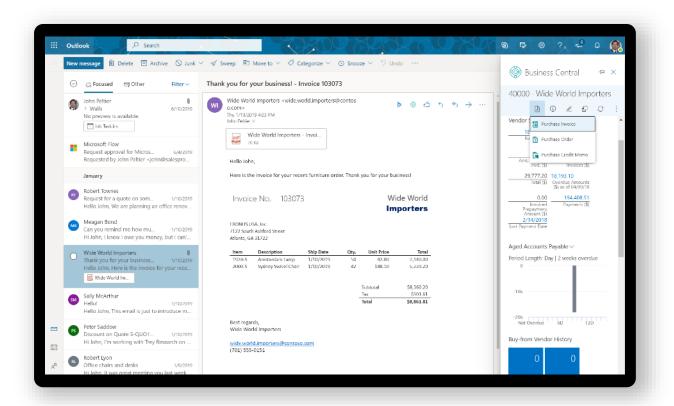
**Stay in the flow of work.** Get the data employees need in the tools they prefer - without switching applications

Connect the dots with Copilot. Work between applications with greater continuity, guided by Al. Get help drafting emails, summarizing information, and more - no matter where you work



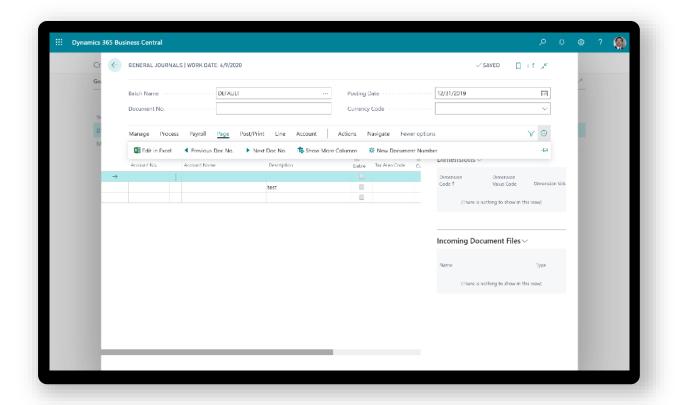
# Go from quote to cash within the flow of work

- Interact with customers and vendors directly from Outlook to accelerate transactions and business decisions
- Promptly manage inquiries, service requests, or process payments to accelerate the sales cycle
- Get insights into customer history, previous discounts, and more without leaving Outlook



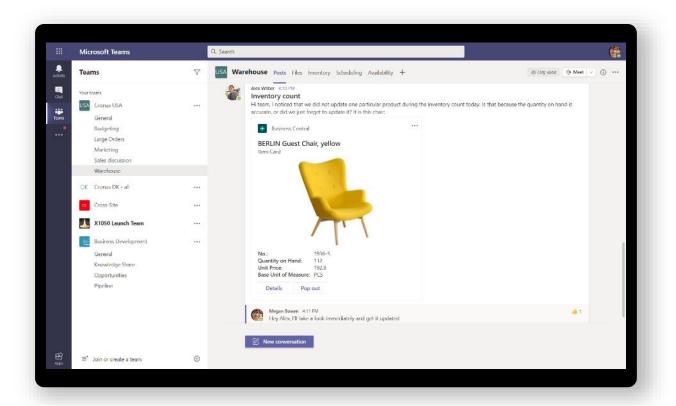
# Simplify daily tasks to free more time for strategy

- Get up-to-date operational insights as Excel reports, and adapt quickly by customizing report layouts as Excel worksheets
- Export data from Business Central to Excel for efficient data entry, then publish back to Business Central with business rule validation
- Easily analyze transactions using familiar Excel functionality, then share with the team for review and co-authoring



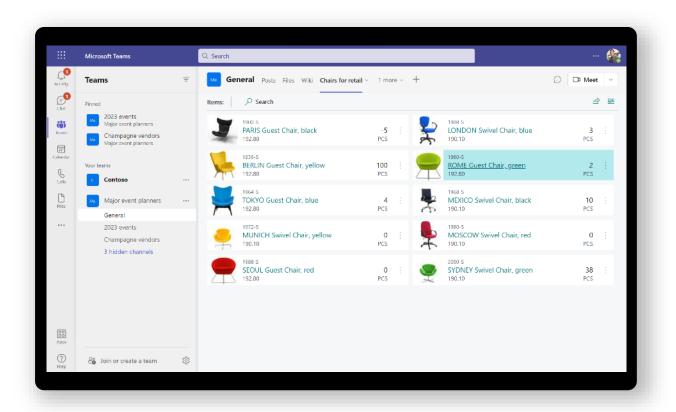
# Quickly share details so you can act faster

- Make faster decisions by sharing Business Central data within Microsoft Teams chat or channel
- Look up business contacts from Teams, along with insights, a history of interactions, and related records
- Easily edit data and take action without switching apps



## At no additional cost\*

- Access Business Central cards and tables that have been shared with you in Teams
- Unlock data, improve collaboration, and enhance decision making without buying additional Business Central licenses
- Read-only access is granted through your Microsoft 365 license as configured by your admin



# ... with benefits ONLY Microsoft can provide

- Cloud-based with remote access across mobile devices
- Deep functionality with built-in best practices that improve processes across the business
- Open architecture easily connects with existing systems
- Highly customizable to meet industry or vertical needs with pre-built apps
- Robust, flexible reporting and analysis to drive business performance and improve decision-making
- Rapid to deploy and easy to use so you can realize business value quickly

- Microsoft 365 applications work natively with Business Central, boosting productivity and improving collaboration
- Microsoft Copilot and Agents lead in AI innovation so your business can adapt faster, work smarter, and perform better
- Microsoft delivers world-class security, performance and scale to support your business now and as it grows

## CONTACTS

#### Ram Agarwal

Founder & Managing Partner

M: +91 93240 22233

Email: ram@rama.co.in

#### **Manish Patil**

VP - Strategy & Consulting (IT & ERP)

M: +91 98909 72111

Email: manish.patil@rama.co.in

#### Menka Yadav

Client Partner — (IT & ERP)

M: +91 87795 58025

Email: menka.yadav@rama.co.in



Mumbai H.O. –

Unit 607 & 512, A Wing, Express Zone, Western Express

Highway, VIT Bhatti, Malad East, Mumbai- 400097



Hyderabad Branch Office —

Cowork Zone, 4th Floor, Cabin No:7, Opposite Lane of Harley Davidson Showroom, Madhapur, Kavuri Hills,

Hyderabad - 500033



Dubai Office-

RAMA Management & IT Services LLC

Sharjah Media City, Sharjah, UAE - 515000

**OUR PRESENCE: KSA-BAHRAIN** 

**Phone:** 022 4960 2734 / 022 4960 9734

Visit us at: www.ramaerp.in / www.rama.co.in

Email: info@rama.co.in







