



# Brewing Operational Excellence at Kerchanshe

*Trident Implements Microsoft Dynamics 365 F&O to Digitally Transform Ethiopia's Leading Coffee Producer*

**Industry:** Agriculture & Export  
**Location:** Ethiopia  
**Solution Implemented:** Microsoft Dynamics 365 Finance & Operations – License, Implementation & Support



## ABOUT CUSTOMER

Kerchanshe Trading PLC is Ethiopia’s largest and most reputable coffee exporter, with a strong international presence and over 28.6K followers on Facebook. The company sources its beans from premium regions such as Gelana Gesha, Bale Mountain, Debeka, and Anasore, serving both domestic and global markets.

## CHALLENGES

**Kerchanshe Faced Operational Inefficiencies That Affected Quality, Speed, and Global Reach:**

- **Fragmented Business Processes** – Siloed systems across departments caused delays in financial reporting and logistics coordination.
- **Inconsistent Inventory Management** – Lack of visibility across warehouses and processing units led to overstocking or shortages.
- **Manual Export Documentation** – Tedious paperwork slowed international shipment clearances and impacted timelines.
- **Unreliable Financial Insights** – Without real-time dashboards, forecasting and cost control became reactive rather than strategic.
- **Limited Quality Control Integration** – No centralized system to link quality checks with production batches and export lots.
- **Scalability Issues** – Legacy systems couldn’t adapt to increasing transaction volumes, vendors, or international buyers.

## SOLUTION IMPLEMENTED

**Trident Deployed a Comprehensive Microsoft Dynamics 365 F&O Solution:**

- **End-to-End ERP Deployment** – Unified finance, procurement, inventory, sales, and project management into a single D365 F&O platform.
- **Advanced Inventory Control** – Enabled real-time stock tracking across farms, warehouses, and export hubs.
- **Automated Export Processes** – Streamlined document generation for customs, quality certification, and global compliance.
- **Finance Automation & Reporting** – Introduced automated ledgers, budgeting, and real-time P&L dashboards for better control.
- **Quality Management Integration** – Linked QC processes to every batch and shipment to ensure export-grade consistency.
- **Scalable Cloud-Based Infrastructure** – System designed to handle seasonal fluctuations, supplier diversity, and global trade volume.

## BENEFITS TO CUSTOMER

- **Unified Operations** across departments improved coordination, accountability, and data integrity.
- **Precise Inventory Planning** reduced waste, improved storage management, and optimized supply timelines.
- **Faster Export Turnaround** through digital documentation and compliance automation.
- **Stronger Financial Oversight** with real-time access to reports, ledgers, and cost analytics.
- **Consistent Quality Assurance** enabled traceability from farm to shipment, reinforcing global brand trust.
- **Future-Ready Platform** built for expansion, international audits, and evolving trade regulations.

## CUSTOMER TESTIMONIAL



"Trident’s deployment of Dynamics 365 F&O helped us bring complete control and clarity to our coffee operations. From managing our harvests to shipping globally, everything now runs with precision and speed. Their team truly understood the agricultural export business and delivered beyond expectations."

— General Manager, Kerchanshe Trading PLC

## TRIDENT INFORMATION SYSTEMS



[tridentinfo.com](http://tridentinfo.com)



[info@tridentinfo.com](mailto:info@tridentinfo.com)