Case Study

Empowering Retail Excellence at ADCOOP

Trident Implements D365 F&O to Drive Operational Efficiency and Customer Satisfaction

ADCOOP

Industry: Retail & Consumer Goods

Location: UAE

Solution Implemented: Microsoft Dynamics 365 Finance & Operations, Support Services

TRIDENT
Creating Values

ABOUT CUSTOMER

Abu Dhabi Cooperative Society (ADCOOP) is one of the UAE's leading retail chains, operating hypermarkets, supermarkets, and convenience stores across the region. With a legacy of serving communities for decades, ADCOOP is committed to offering quality products, seamless service, and continuous innovation.

CHALLENGES

ADCOOP Faced Several Strategic and Operational Challenges:

- **Fragmented Systems** – Disconnected legacy platforms led to inefficiencies in finance, inventory, and procurement.

- **Manual Operational Processes** – Increased risk of human error, slowed decision-making, and reduced productivity.

- **Limited Visibility Across Stores** – Difficulty in monitoring performance, stock levels, and financials in real time.

- **Inflexible Financial Management** – Challenges in budgeting, reporting, and maintaining compliance across multiple business units.

- **Inefficient Supply Chain** – Stock imbalances, over-ordering, and delayed replenishments affected customer satisfaction.

- **Scalability Issues** – Existing systems couldn't support ADCOOP's fast-paced growth and evolving retail needs.

SOLUTION IMPLEMENTED

Trident Provided the Following Microsoft D365 F&O Solutions:

- **ERP Deployment (D365 F&O)** – Unified financials, supply chain, and retail operations into a single, cloud-based platform.

- **Advanced Financial Management** – Enabled automated budgeting, cost control, and real-time reporting.

- **Inventory & Warehouse Optimization** – Real-time stock tracking across stores and warehouses reduced waste and improved availability.

- **Retail Integration** – Seamless connection between ERP and POS systems for synchronized transactions, pricing, and promotions.

- **Procurement Automation** – Implemented vendor workflows, purchase approvals, and reorder triggers based on demand analytics.

- **Analytics & Dashboards** – Delivered tailored, role-based insights for faster and more accurate decision-making.

BENEFITS TO CUSTOMER

- **Improved Financial Control** through centralized accounting and real-time budget tracking.

- **Streamlined Retail Operations** across all branches with unified data and processes.

- **Enhanced Inventory Accuracy** minimizing overstock and stock-out scenarios.

- **Data-Driven Decision Making** supported by live dashboards and KPIs.

- **Better Supplier Collaboration** and efficient procurement cycles.

- **Scalability & Growth Readiness** with a cloud-based ERP supporting future expansion.

- **Reduced Operational Costs** due to automation and process standardization.

CUSTOMER TESTIMONIAL

"Trident's implementation of Microsoft D365 F&O has been a game-changer for ADCOOP. We now have the agility, control, and insight to run our operations more efficiently and serve our customers better. Their team understood our goals and delivered a solution tailored to our vision."

— IT Director, ADCOOP

TRIDENT INFORMATION SYSTEMS

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