

Transforming Financial Operations in Renewable Energy with a Unified Digital Platform

Empowering Process Efficiency and Compliance for a Government-Backed Financial Institution

Industry: Renewable Energy Finance
Location: India
Solution Implemented: Microsoft D365 Finance & Supply Chain by Trident



ABOUT CUSTOMER

IREDA is a Mini Ratna (Category I) Public Sector Enterprise under the Ministry of New and Renewable Energy (MNRE). Founded in 1987, IREDA operates as a Non-Banking Financial Institution (NBFI) promoting clean energy by providing financial support for projects focused on renewable energy and energy efficiency across India.

CHALLENGES

As a leading NBFI in clean energy, IREDA needed a robust and scalable digital platform to streamline financial operations, enhance compliance, and gain real-time process visibility:

- **Disjointed Systems** – Operations, finance, and inventory were managed separately, leading to inefficiencies.
- **Lack of Real-Time Access** – Inability to generate on-demand reports and live data dashboards.
- **Compliance & Audit Risks** – Fragmented processes posed challenges in maintaining regulatory standards.
- **No Centralized View of Financial Services** – Limited visibility into payments, transactions, customer cases, and leads.
- **Manual Loan and Liability Management** – Slower execution of credit risk evaluations and loan lifecycle tracking.
- **Delayed Insights** – Weak analytical capabilities made strategic planning difficult.

SOLUTION IMPLEMENTED

Trident implemented an integrated solution using Microsoft D365 Finance & Supply Chain, giving IREDA a real-time, compliant, and scalable platform for all critical business functions :

- **Unified Financial & Inventory Platform** – Centralized data for operations, procurement, and accounting.
- **Customer Service Roadmap Implementation** – Structured workflows for case, lead, and service management.
- **Integrated Loan & Credit Risk Management** – End-to-end loan servicing with liability tracking and risk rating modules.
- **Compliance-Centric Operations View** – Real-time process mapping with audit trail visibility.
- **360° Customer View** – Consolidated dashboard for payments, financial products, activities, and cases.
- **Advanced Analytics & Reporting** – Power BI-driven insights for strategic planning and governance.

BENEFITS TO CUSTOMER

- **Centralized control** over operations, processes, and compliance
- Real-time data availability **across financial and operational systems**
- **Eliminated revenue** leakage through improved process visibility
- **Improved efficiency** in loan and liability management
- Better financial planning using live **dashboards and MIS reports**
- **Enhanced decision-making** with advanced analytics and insights
- **Strong audit trails** supporting regulatory compliance
- Full **360-degree** view of customer financial data and service history

CUSTOMER TESTIMONIAL



"Trident's integrated platform has given us the visibility, control, and agility we needed. From financial tracking to customer service management, we now operate with full transparency and improved productivity."

— Chief Financial Officer, IREDA

TRIDENT INFORMATION SYSTEMS



tridentinfo.com



info@tridentinfo.com