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BlueScope consolidates 13 legacy systems into a customer-centric ERP environment

Digital solutions have become increasingly integral to BlueScope's strategy. However, Bluescope had realized that many of its existing ERP and other legacy systems were falling short in supporting its business initiatives.

For instance, in Australia they have over 300 applications supporting the Coated and Industrial Products business. Many of these systems are point-to-point connected, making it difficult for their employees to use and for the IT teams to maintain and untangle, let alone consider any enhancements.
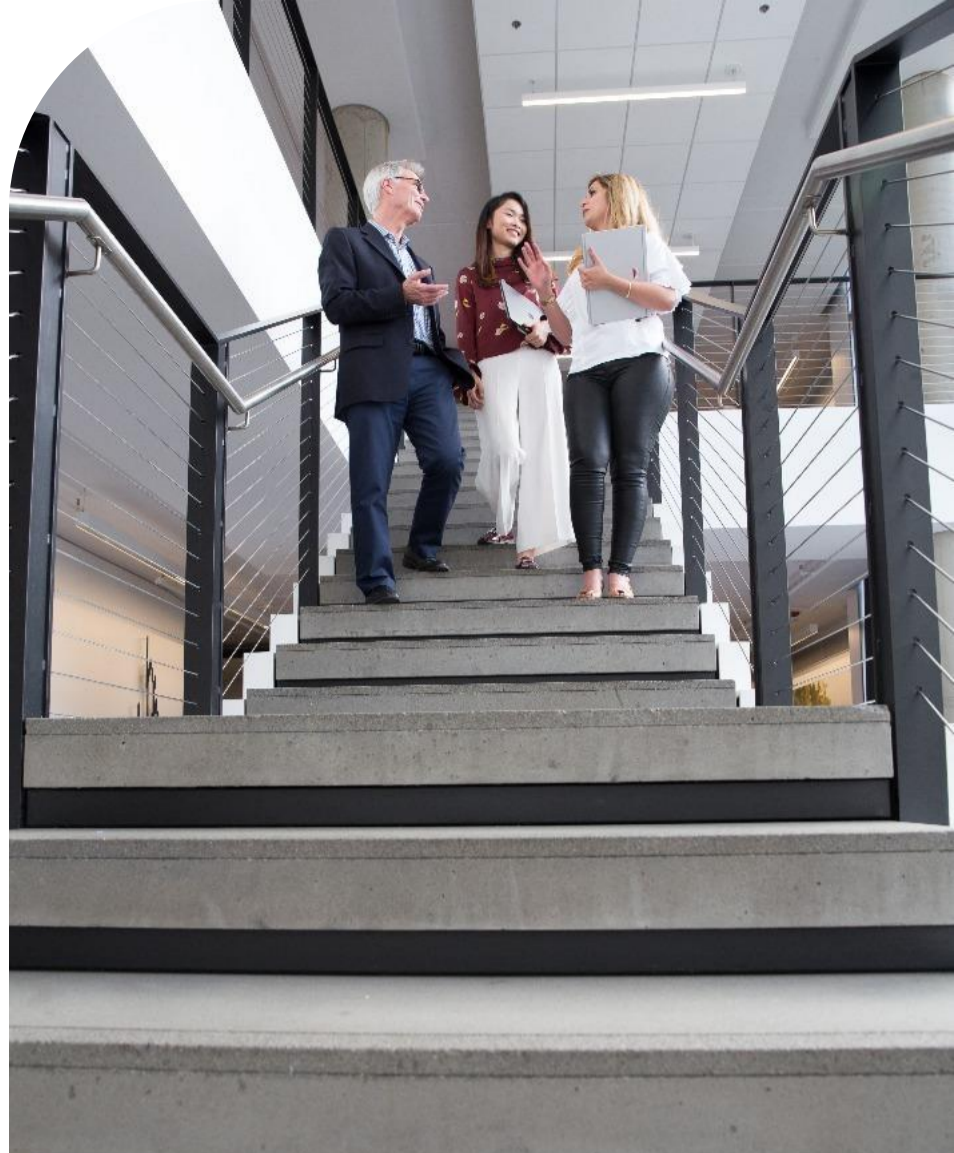
BlueScope

At a glance

Customer:
BlueScope Australia

Website:
https://https://www.bluescope.com/

Customer size:
Corporate (10,000+ employees)

Country:
Australia

Industry:
Discrete Manufacturing

Products and services:
Dynamics 365

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Mavim, BlueScope Australia, and Dynamics 365

Customer challenges

BlueScope began searching for a cloud-based ERP solution that would enable it to consolidate multiple applications.

Partner solutions

Mavim allows teams to capture, share and validate Dynamics processes and process requirements with the end-to- end process landscape in order to generate a business blueprint for ERP/CRM implementation.

Customer benefits

BlueScope has onboarded around 300 users onto its ERP system to date, with plans to add another 250 in future phases of the project. The company also has a large number of customers using its new customer portal called SteelConnect.

The aging IT systems are becoming increasingly costly to maintain. By deploying a new solution, they will see consolidation of the applications and simplification of the technology landscape by the decommissioning of multiple legacy systems.

Most importantly, BlueScope's ERP transformation project is the first step in improving its customer experience.

Internally, we have greater visibility of enquiries from their customers across cross-functional teams. They also have the ability to create Power BI reports utilising a common set of data.

✓ Onboarded around 300 users onto it's ERP system

✓ Customers using it's new customer portal

✓ Greater visibility of enquiries from their customers

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