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Case Study

Streamlining Vendor Onboarding for OCS Services with Dynamics 365 F&O

OCS Services (India) serves more than 40 leading E&P clients across Oil & Gas and Marine. Its vendor onboarding relied on paper forms, email approvals and manual re-entry, which meant slow turnaround, errors and little visibility. CloudFronts built a Vendor Management Portal that digitalizes the whole process. Approved vendors now flow into Dynamics 365 F&O through Azure Logic Apps with no manual entry.

About OCS Services:

OCS Services (India) Private Ltd. Is one of the leading service providers to the Oil & Gas and Marine industry and is a joint venture between BW Offshore and Planet Energy. With over three decades of deep expertise in delivering comprehensive business solutions, robust procedures, glitch-free Maintenance, Repairs and Overhauling services (MRO), Total Corrosion Management (TCM) services and Total Integrated Crew Management services, OCS is proudly serving more than 40 leading E&P clients from offices in Dubai, India, and Singapore.

Learn more about them at https://www.ocs.services/

The Challenge:

The vendor onboarding process was entirely manual. Vendors completed paper-based forms and submitted them via email for approval. If any information was incorrect or missing, the form was returned for correction, requiring the vendor to complete and resubmit it. Once approved, the data was manually entered into the system, followed by another review before the vendor was finally onboarded. This resulted in long turnaround times, repetitive manual effort, data entry errors, and limited visibility into the approval status.

Solution:

CloudFronts developed a centralized Vendor Management Portal using ASP.NET MVC, C#, HTML, CSS, and Bootstrap to digitalize the vendor's onboarding process. Integrated the portal with Microsoft Dynamics 365 Finance & Operations using Azure Logic Apps, enabling approved vendor records to be automatically synchronized with F&O, eliminating manual intervention

Phased Implementation

a. Phase 1 focuses on developing the core user interface, the self-registration module based on invitations, the complex decision flow, reports, and the integration with Dynamics 365.

b. Phase 2 will introduce enhanced vendor management capabilities, including the revalidation process for existing vendors and improved automation across vendor workflows. The phase will also enhance email notifications, follow-ups, and tracking mechanisms to improve visibility and ensure timely action by vendors and internal stakeholders.

Future Scope will include further enhancements to vendor management and system integration capabilities, such as integration with the Vendor Evaluation Portal and additional workflow, configuration, and operational improvements. These enhancements can be taken up based on business requirements and future development priorities.

Key Technologies:

- ASP.NET MVC, C#, HTML, CSS, Bootstrap
- Azure Logic Apps for workflow orchestration and integration
- Microsoft Dynamics 365 Finance & Operations (F&O)

Results and Impact:

- Digitalized and automated the end-to-end vendor onboarding process through a centralized Vendor Management Portal.
- Eliminated manual vendor data entry into Dynamics 365 Finance & Operations by enabling seamless synchronization via Azure Logic Apps.
- Reduced onboarding time, minimized human errors, and improved data consistency across systems.
- Established a scalable and efficient approval workflow, enhancing operational efficiency and user experience.

Conclusion:

The Vendor Management Portal successfully transformed a manual vendor onboarding process into an automated, integrated solution. By combining a modern web application with Azure Logic Apps and Dynamics 365 Finance & Operations, the solution streamlined operations, improved data accuracy, and provided a scalable foundation for future business growth.

Related Case Study:

OCS Services (India) Pvt Ltd: Dynamics 365 Finance & Supply Chain Management Implementation - CloudFronts

Email us your requirements at transform@cloudfronts.com.