

Modernizing Multi-Sector Operations: AGI’s Enterprise-Wide ERP Transformation

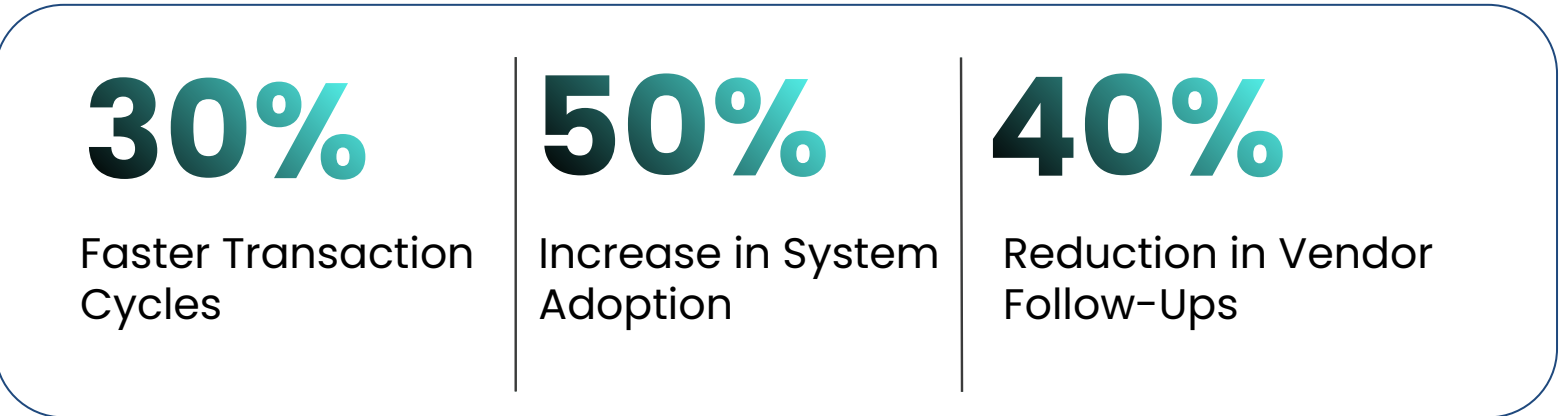
How Devsinc Enabled 30% Faster Transaction Cycles & 50% Higher Engagement for Al Ghurair Investment

Client: Al Ghurair Investment LLC

Location: UAE

Website: www.al-ghurair.com

Industry: Manufacturing & Industrial, Construction & Infrastructure, Food & Agribusiness, Real Estate & Properties, Energy, Mobility, and Ventures



Services Delivered:

- Microsoft Dynamics 365 Implementation & Support
- Subscription Billing Configuration
- Health Sector Implementation
- Real Estate Services Enablement
- Vendor Portal Development
- Budgeting and Financial Planning



Building a Unified Digital Backbone for Scalable Growth

Al Ghurair Investment (AGI) is one of the Middle East’s most prominent family business groups, operating across a wide range of sectors from real estate to agribusiness, healthcare, and energy. As the organization scaled, its legacy enterprise systems strained under the pressure of siloed workflows, rising support loads, and limited digital visibility.

AGI partnered with Devsinc to implement a modern, modular ERP foundation powered by Microsoft Dynamics 365. Our goal was to bring all business units—healthcare, procurement, real estate, and more—onto a single, scalable digital platform while minimizing disruption and maximizing long-term agility.



Challenge:

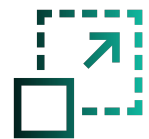
Modernizing Legacy Processes Across Diverse Divisions

With multiple divisions operating under distinct business models, AGI's digital transformation faced multifaceted challenges:



Inefficient Workflows:

Disconnected systems created operational friction, especially in vendor onboarding and approvals.



High Support Overhead:

Healthcare and real estate teams registered over 70 monthly support queries due to non-intuitive processes.



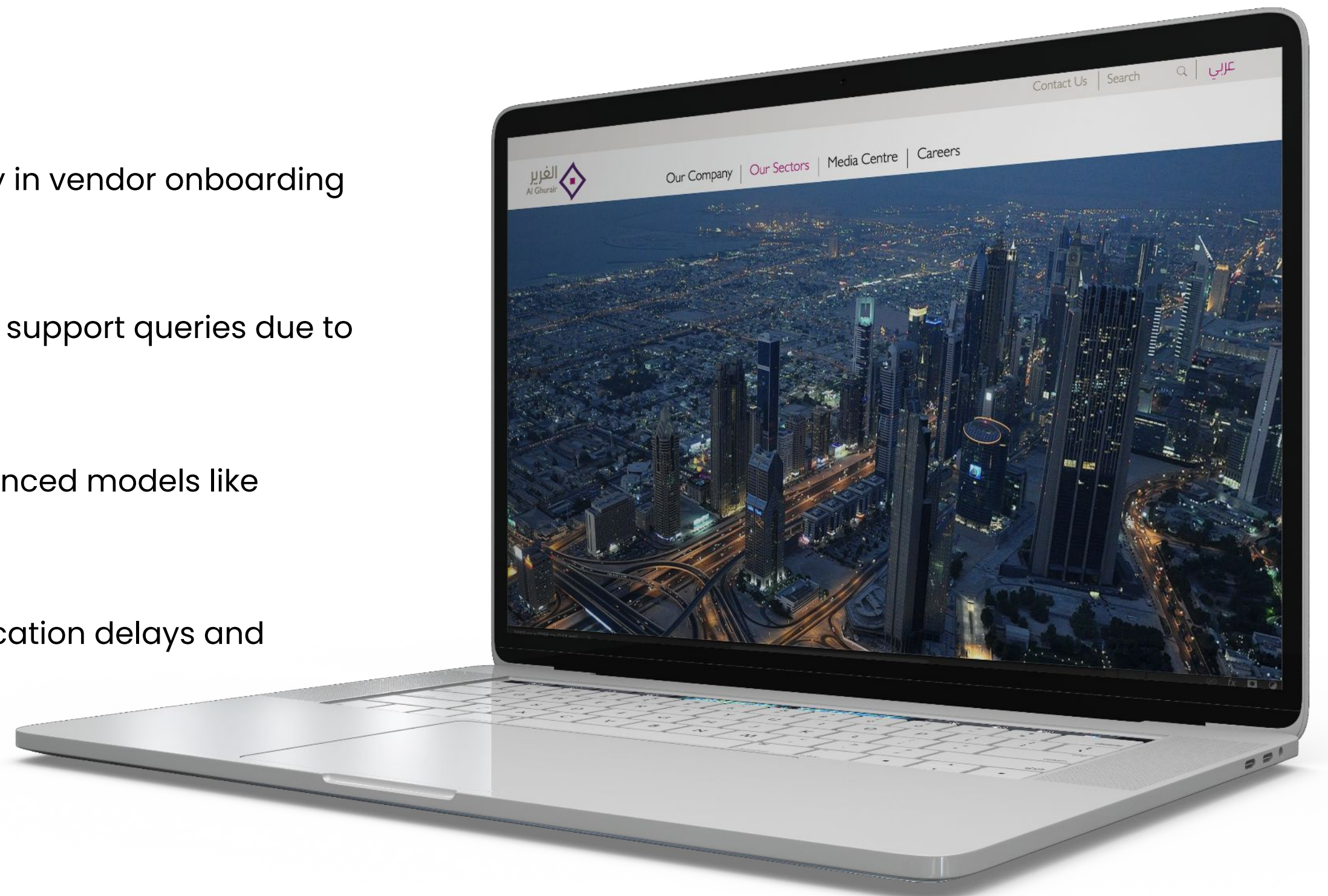
Limited Scalability:

AGI struggled to onboard new business units or support advanced models like subscription billing using existing architecture.



Low Vendor Engagement:

Absence of a self-service vendor portal resulted in communication delays and reduced vendor satisfaction.



Solution:

Modular Dynamics 365 Implementation Built for Expansion

Devsinc executed a comprehensive transformation strategy that prioritized scalability, usability, and cross-division consistency:

Scalable D365 Architecture

Enabled onboarding of 3+ business units in just six months without major reconfiguration.

Workflow Automation

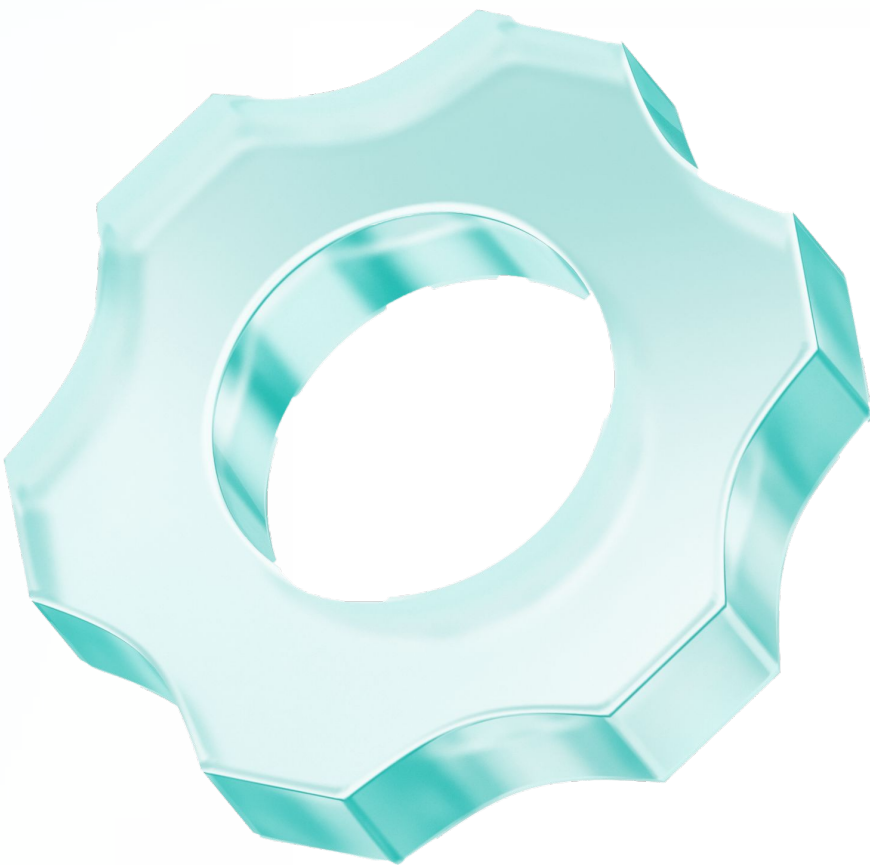
Implemented D365 Finance & Operations across departments, reducing support queries by 60% and improving workflow clarity.

User Experience Overhaul

Redesigned critical interfaces and processes within D365, increasing adoption and satisfaction across roles.

Vendor Portal Development

Introduced a self-service portal for vendor registration, inquiries, and updates—reducing dependency on manual back-and-forth.



Results:

A Future-Ready ERP Ecosystem with Cross-Departmental Wins

AGI's collaboration with Devsinc led to measurable improvements in operations, collaboration, and vendor relations:



30%

Faster Transaction Cycles

Procurement and finance processes experienced reduced turnaround times through automation.

50%

Higher System Adoption

Improved UX and targeted training boosted daily engagement among internal teams.

40%

Fewer Vendor Follow-Ups

The vendor portal streamlined communications and enhanced satisfaction.

Ready for Scale

The new architecture supports continued growth and future integrations with Microsoft's Power Platform and analytics tools.

Let's make your brand the next success story!

About Devsinc

Devsinc is a premier full-stack technology partner delivering enterprise-grade software solutions through **15+ years** of expertise in AI, cloud, and data modernization. With **3000+** projects for **250+** global clients, our **1200+** engineers empower Fortune 500s and high-growth startups alike, driving digital transformation through innovation, scalability, and domain expertise.

Our global footprint spans strategic offices in the UAE, UK, US, and KSA, complemented by delivery centers across three continents. We combine institutional-grade security with cutting-edge agility to build adaptive digital ecosystems. Specializing in turnkey transformation, we future-proof operations and unlock exponential value through technology-led innovation.



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Devsinc

Partner with Devsinc to transform your ideas into cutting-edge digital solutions. We're ready to bring your vision to life.



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