



**ebeCS**

A DXC Technology Company

**Products and Services**  
Microsoft Dynamics 365

**Industry**  
Professional services

**Organization Size**  
Medium (50 – 999 employees)

**Country**  
United Kingdom

**BusApps partner since**  
2002

## eBECS built a thriving services business with Microsoft Dynamics 365

### Choose the right tools for customers

eBECS specializes in customer relationship and ERP solution implementation and support. They partnered with Microsoft in 2002 after experiencing technical and sales challenges with a competitor's technology. After working with multiple ERP and CRM solutions, eBECS decided to focus exclusively on Microsoft Dynamics, resulting in significant business acceleration. As a Microsoft Business Applications partner, they grew from fewer than 10 to 450 employees.

eBECS regularly reevaluates competitors' offerings and continues to choose Microsoft because it offers the best return on investment, the tools their customers need, and superior go-to-market support. eBECS uses the Dynamics 365 platform to deliver the end-to-end solutions that on-premises tools fail to provide.

### Accelerate revenue with the cloud

Seeing the opportunity in cloud technology, eBECS became an early adopter of Dynamics 365 and has since experienced 2x revenue growth. eBECS leverages Dynamics 365 to power integrated ERP and CRM solutions and continues to expand their solution portfolio. They now drive 80% of revenue from Dynamics-related services and 20% from software sales.

eBECS has removed on-premises solutions from their implementation portfolio entirely because it's the right thing to do for customers. In nearly three years, only one customer has chosen not to adopt eBECS' cloud services approach.

“ We chose to partner with Microsoft because we trusted that they would constantly innovate and offer the industry-leading solution set. ”

— Sam Dharmasiri, Director, eBECS



- **2x revenue growth** since transitioning to Dynamics 365
- **Drives 80% of revenue** from services and 20% from software sales
- **#1 Microsoft Dynamics Services Partner** of the year in the United Kingdom **8 years running**
- **Acquired by DXC Technology** in April 2018

Visit the [Microsoft Partner Network](#) to learn how to build a Microsoft Business Applications practice



## Expand with comprehensive solutions

Microsoft supports eBECS' continued business growth by always innovating and offering the products they need to expand into new industries. Though eBECS initially focused on manufacturing, Dynamics 365 solutions facilitated their expansion into finance, retail, and the public sector. Once Dynamics 365 is implemented in a customer's business, eBECS can easily extend into additional workloads and integrate across the customer's systems.

*"We're an industry-based business and the Dynamics 365 platform helps us extend into new industries with technology that seamlessly integrates."*

– **Sam Dharmasiri**  
Director, eBECS

## Benefit from a partner-first approach

eBECS evaluated several competitors' partnership strategies and chose Microsoft for their partner-first approach and robust go-to-market support. Instead of competing against their partners, Microsoft collaborates to close opportunities by offering support for sales, marketing, and research and development efforts.

eBECS has only seen business upside since adopting Dynamics 365 and leveraging its comprehensive solution set. Their growth and revenue acceleration made them an attractive acquisition target for DXC Technology to expand into new verticals and develop new service offerings.

“Upgrading to Microsoft Dynamics 365 was simply the right choice – for our business and our customers – and since moving to the cloud, we’ve doubled our revenue.”

— **Sam Dharmasiri**, Director, eBECS