

# OLD MUTUAL AFRICA CASE STUDY



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OLD MUTUAL AFRICA  
ENABLES FUTURE  
GROWTH WITH  
MICROSOFT DYNAMICS  
365 FINANCE AND  
OPERATIONS ENTERPRISE  
EDITION ERP

Old Mutual Africa has implemented Microsoft Dynamics 365 Finance and Operations – an enterprise-scale ERP – to transform its finance and operations processes. This has provided seamless reporting across twelve countries, and 100+ regulated entities, thus establishing a foundation for the organisation’s future growth.

As part of a larger Finance Transformation Programme, the ERP Migration Project was a multi-year initiative in partnership with Braintree, a leading provider of Microsoft Dynamics 365 solutions. This project aimed to consolidate legacy ERP systems across Old Mutual Africa’s operations into a unified platform. The migration spanned three regions, including SADC, East Africa and West Africa. The project consolidated and standardised finance and operations, creating a unified chart of accounts. It also introduced integrations and automations to improve efficiency, visibility,

and control across the organisation. The move enabled Old Mutual Africa to significantly improve productivity, reduce reporting timelines and minimise manual input and complexity. These capabilities have simplified compliance with the regulations of each of the various countries as well as new international reporting standards, such as IFRS 17.

**“It was critical for us to be able to customise our business processes and internal controls. The complexity of our business means we have a vast range of business processes. Microsoft Dynamics 365 Finance & Operations is an enterprise scale ERP system with the power and sophistication to allow us to configure and set up the system to meet our unique requirements.”**

# CHALLENGE



As a multinational business with a broad and complex portfolio of legal entities and products, Old Mutual Africa aimed to migrate from legacy systems in several regions.

The organisation set out to achieve several key objectives. These included establishing a unified, future-proof financial platform with a centralised data repository, more efficient workflows, and real-time visibility of financial data. It aimed to achieve greater efficiency, increase the speed of

reporting, and improve the quality and integrity of reports.

Old Mutual Africa has an intricate environment with 100+ legal entities operating in life insurance, short term insurance, investments, banking, asset management, funeral services, and more, across Zimbabwe, Kenya, Nigeria, Malawi, Ghana, Namibia, Botswana, Eswatini, Rwanda, Tanzania, South Sudan, and Uganda— all with varying ERP systems, process refinement and automation.

# THE SOLUTION

Braintree was tasked with collectively migrating Old Mutual Africa from its legacy systems to Microsoft Dynamics 365 Finance and Operations Enterprise Edition. The objective was to offer the group a unified platform with standard processes as part of the core application. This would result in end-to-end visibility into all relevant financial and non-financial data to enhance business performance.

Braintree's Microsoft Dynamics 365 and fiscal management expertise provided a significant contribution to guiding the Old Mutual Africa project successfully. They endeavoured to effect a single multi-country business management platform in a real-time uniform model across twelve countries.

The consolidated systems and single platform proved transformational and enabled Old Mutual

Africa to achieve visibility into reports and data at the click of a button.

The standardisation and consolidation of its finance and operations systems across the African continent gave Old Mutual Africa a single chart of accounts and a seamless flow of live data into the company's general ledger.

**"From a Microsoft perspective, best practices are baked into the product itself, but because the system is configurable, we were able to accommodate the unique requirements of each country in the group."** Craig Fidler, Strategic Head Enterprise, Braintree



**"It has positioned us for future growth and scale without having to increase the size of the teams."** Donald van der Merwe, Programme Executive,



# A CRUCIAL COMPONENT OF THE PROJECT WAS INTEGRATION AND AUTOMATION

Enterprise projects by nature include the complexity of real-time system integration. The Old Mutual Africa programme faced a similar challenge. Microsoft Dynamics 365 has successfully delivered over 140 integrations, with more to come. It also supports automatic bank reconciliation for accounts across Old Mutual Africa's operations.

Thanks to the advanced automation capabilities of Microsoft Dynamics 365, most of Old Mutual Africa's bank reconciliations are now automated.

This system processes tens of millions of transactions, relying on exception handling instead of routine manual intervention. Finance staff are now able to focus on more strategic, value-adding activities.

Reporting and audit times have significantly improved, and the business is in the optimal position to monitor operations and track growth performance in real time.

# THE BUSINESS BENEFITS

The Old Mutual Africa project achieved notable efficiency gains and process optimisation that exceeded initial expectations. The single chart of accounts and standardised operating model simplified future scaling of the organisation in preparation for its growth and evolution. Old Mutual Africa has automated the reconciliation of tens of millions of transactions. This technology has enhanced its money-in, money-out track-and-trace capabilities. The mechanisation of bank reconciliation— a typically labour-intensive process— has reduced monthly reporting timelines by more than half.

The transformation programme has strengthened Old Mutual Africa's robust internal controls and enhanced the quality and accuracy of its data. With a unified platform and data model, group management has improved data precision and business transparency. Microsoft Dynamics 365 Finance and Operations has provided Old Mutual Africa with a single source of truth. AI-driven insights have empowered the group's leadership teams with the ability to analyse any portion of the operation as required. They now have a comprehensive view of the entire region, and any of the twelve countries or legal entities. The system is flexible enough to accommodate country-specific requirements such as VAT, withholding tax, and specific invoice structures.

In a hyperinflation country such as Zimbabwe, for example, the limits of authorisation are flexible enough to account for changes brought on by inflation.

Microsoft Dynamics 365 has improved internal controls and ensured segregation of duties. It has empowered Old Mutual Africa with the ability to record and audit its use, thus enabling more robust internal controls and a reduction in risk.

Microsoft Dynamics 365 Finance and Operations Enterprise Edition has opened new opportunities for Old Mutual Africa to further its partnership with Braintree. This will enable them to continue automating and optimising operations in the future.

Microsoft Dynamics 365 Finance and Operations Enterprise Edition has unlocked new opportunities for Old Mutual Africa to continue its partnership with Braintree to automate and optimise operations in future.

**"The system is performing brilliantly. Tens of millions of transactions are going into the system, and it is a breeze - they are running smoothly."**

Donald van der Merwe, Programme Executive,  
Old Mutual Africa



<b>PRODUCT &amp; SERVICES PROVIDED:</b>	Microsoft Dynamics 365 Finance and Operations
<b>ORGANISATION SIZE:</b>	Enterprise, 800+ users
<b>INDUSTRY:</b>	Financial Services
<b>COUNTRY:</b>	12 Countries in Africa
<b>BUSINESS NEED:</b>	Upgrade and Consolidate Business Systems Across Multiple Countries.

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