

# Queue Associates Worldwide Limited Supports Unique Digital Banking Company's Rapid Launch with Microsoft Dynamics 365 Finance & Supply Chain Management

## SUMMARY

**TymeGroup** is a multi-country digital banking group for emerging markets. The company focuses on high-tech, high-touch digital financial services. It offers a cloud-based banking stack comprising a revolutionary credit decisioning engine and customer-centric financial fitness tools, with current operations in Singapore, Vietnam, and South Africa. TymeGroup has grown exponentially since its founding in 2012 as a digital bank in the fintech industry, reaching 3.5 million customers in South Africa in 2021. The Group continues to extend its services to different global regions, having recently launched a new brand in the Philippines with an additional direct digital banking offering called GoTyme (a Gokongwei Group and Tyme Group fintech venture). In 2021, the TymeGroup team sought a comprehensive enterprise resource management (ERP) system to support their continued growth and expansion into further regions for the new [GoTyme Bank Philippines](#). In addition to standard ERP services, this new system would have to feature strong Enterprise Asset Management capabilities to monitor, maintain, and manage Tyme's unique full-service banking kiosks.

Tyme's management team was referred to [Queue Associates Worldwide Limited](#)—a global Microsoft Dynamics 365 consultancy firm with the highest-level specializations for the Microsoft Cloud Partner Program, to explore ERP solutions from Microsoft.

## CHALLENGE

### Selecting Microsoft Dynamics 365 ERP

Tyme's team identified Microsoft's Dynamics 365 as a potential solution stack to meet their needs; however, they were still determining which product offering would fit them. The company was utilizing—and continues to today—Mambu, a leading SaaS cloud banking platform that integrates with Microsoft Cloud for Financial Services; therefore, a cloud-based Microsoft solution was an optimal choice. Tyme's team also desired a familiar interface from the new ERP system, since they leveraged Microsoft 365 for email, messaging, creation, and collaboration. Tyme sought a Microsoft partner with a global presence to recommend and implement a comprehensive ERP system that would facilitate their growth in time for the launch of the GoTyme Bank Philippines project. A local Microsoft partner in South Africa recommended Queue Associates Worldwide due to its alignment with Tyme Group's office locations. Additionally, Queue Associates Worldwide has many years of experience implementing asset management systems with highly successful global projects in the APAC and EMEA regions and the Americas.

### Finding the Right Microsoft Partner

Tyme sought a Microsoft partner with a global presence to recommend and implement a comprehensive ERP system that would facilitate their growth in time for the launch of the GoTyme Bank Philippines project. A local Microsoft partner in



South Africa recommended Queue Associates Worldwide due to its alignment with Tyme Group's office locations.

Additionally, Queue Associates Worldwide has many years of experience implementing asset management systems with highly successful global projects in the APAC and EMEA regions and the Americas.

Queue Associates Worldwide and TymeGroup held an introductory meeting to discuss their business requirements for the upcoming GoTyme Bank project in the Philippines and other worldwide offices. Tyme initially considered Microsoft Dynamics 365 Business Central for its ERP system because of its integration with the Mambu platform. However, due to their complex asset management and localisation requirements, Queue Associates Worldwide recommended that **Microsoft Dynamics 365 Finance & Supply Chain Management** would be a more appropriate fit. D365 Finance and Supply Chain Management also provides extensive capabilities, in conjunction with [Microsoft 365](#), to support the specific banking certification requirements for this deployment in the Philippines and associated entities.

## STRATEGY

### Addressing Key Challenges

Queue Associates Worldwide conducted a second discovery session with TymeGroup's stakeholders to understand further the functional and technical requirements and current challenges for the GoTyme Bank Philippines launch. Queue then developed a D365 Finance and Supply Chain Management ERP implementation blueprint.

In addition to the specialised need for seamless integration between D365 Finance and Supply Chain Management and Mambu cloud services, Tyme's new system would have to track bank kiosk assets by location and components within these

assets by serial number. Queue Associates Worldwide would accomplish this complex function by customizing an interface that connected Tyme's Internet of Things (IoT) services to each kiosk device, triggering automated responses for reactive maintenance requests.

---

“ Queue Associates brought their expertise to support GoTyme's digital transformation in a way that enabled us to focus on our business outcomes rather than the process and development. Collaboratively, we were able to put together a new ERP platform with global reach. ”

- Chris Bennett, Chief Technology Officer, GoTyme.

---

## IMPLEMENTATION

### Queue Associates' Approach

Queue Associates Worldwide leveraged Microsoft's Success by Design methodology for the Tyme project, which systematically guides implementations through assessments at critical stages to ensure optimal architecture, security, performance, and user experience. In the initial phase, D365 Finance and Supply Chain Management was deployed in the Philippines and South Africa regions, extending to Singapore and Hong Kong operations in phase two.

Using Success by Design, Queue Associates Worldwide was able to launch the new D365 system in less than

nine months. This rapid, agile implementation fulfilled the specific banking requirements in all of Tyme's office locations.

Among the key features of the rollout, Queue Associates Worldwide recommended and deployed the Enterprise Asset Management module within D365 Finance and Supply Chain Management to manage and maintain Tyme's kiosks without the need to employ the D365 Field Service module. Queue's implementation team also developed the custom integration between D365 Finance and Supply Chain Management and TymeGlobal's IoT system to automate service management for kiosks.



## RESULTS: BENEFITS TO TYMEGLOBAL

### OVERALL BENEFITS

- Seamless data integration capabilities between Dynamics 365 Finance and Supply Chain modules and Microsoft 365 apps
- Automation of extensive business processes across departments and locations
- Solution that will continue to grow and adapt with the organization
- Cloud-based, available anywhere, over any device

### SPECIFIC CLIENT BENEFITS

- Achieving seamless integration between the Mambu's SaaS banking platform and D365/Microsoft Cloud for Financial Services
- Meeting all necessary banking compliance requirements in the Philippines related to kiosks
- Offering 99% uptime for Tyme customers at all of its banking kiosks
- Reducing human resource time by 40% for kiosk asset and component tracking—accomplished through a custom integration between D365 and TymeGlobal's IoT service

# OUTCOMES



Tyme estimates it now saves **40% in human resource time** for asset and component tracking—previously performed manually—following Queue Associates Worldwide’s implementation of Microsoft Dynamics 365. These automated functions for the newly launched GoTyme Bank Philippines have become the industry standard for the company’s outlets and teams in the Philippines, Singapore, South Africa, and Hong Kong.

Effectively tracking assets, asset location, asset components by serial number, warranty information, and location of spare parts inventory have enabled Tyme to service their banking kiosks better. This collective service provides **99.9% availability to customers** in all of Tyme’s locations throughout its covered APAC and EMEA regions.

A dedicated Queue Associates Worldwide team continues to provide lifecycle support for Tyme’s multi-location environment, remotely and on-location, 12x7x365. This support is delivered utilizing Microsoft Dynamics 365 Service and comprehensive telephone, email, remote access, and onsite consulting.

## Contact us:

**Queue Associates Worldwide Limited**  
5, St. John's Lane, Farringdon, London, EC1M 4BH  
ph: +44 207 549 1606  
email: [info@queueassoc.co.uk](mailto:info@queueassoc.co.uk)  
<https://queueassoc.co.uk/>

