DIS & THEON INTERNATIONAL
Digital Transformation in Business Operations & Customer Service with Microsoft Dynamics 365

Case Study

DIS a leading Microsoft Cloud Solution Provider and digital transformation expert, implemented a unified, globally scalable ERP and Field Service platform for Theon a global leader in innovative electro-optical solutions, specializing in night vision and thermal imaging systems for defense and security applications, using Microsoft Dynamics 365 Finance, Supply Chain Management, and Field Service. Leveraging deep industry expertise, DIS supported THEON in transitioning to a new era of operational coherence, flexibility, and accuracy.

DIS Dynamic Integrated Solutions

THEON SENSORS Advanced Optronics

Success Story

THEON – Panagiotis Maniotis, CIO
"The new platform strengthens our ability to make strategic decisions and deliver superior customer support worldwide."

Challenges

1. Fragmented Financial and Supply Chain Processes
Managing THEON's global operations required unifying its financial and supply chain activities to improve efficiency, reduce errors, and ensure real-time data availability.

2. Lack of Real-Time Decision-Making Tools
The previous infrastructure lacked real-time, reliable, and interconnected information, resulting in delays and inconsistencies in strategic decision-making.

3. Inept Maintenance and Limited Customer Support
Maintenance and service request management were not automated, leading to limited flexibility and slower response times for technical issues.

Solution

Centralized Finance & Supply Chain:
One system for all global operations with real-time visibility and reduced errors.

Real-Time Insights:
Dashboards and Power BI analytics for faster, smarter decisions.

Scalable Architecture:
Built to grow with THEON's international expansion.

Smart Field Service:
AI-based scheduling, mobile access, and predictive maintenance for faster, proactive support.

Benefits

✔ **Operational Unification & Improved Governance**
THEON now operates with a single, integrated ERP system that connects financial and supply chain functions, enhancing coordination and transparency.

✔ **Enhanced Strategic Decision-Making**
Real-time data analysis via Power BI provides a clear view of KPIs, empowering leadership to make evidence-based strategic decisions.

✔ **Superior Customer-Centric Support**
With the new Field Service system, THEON can respond quickly and effectively to support needs, significantly improving global customer experience.