

Case Study

How a Tampa Manufacturer Saved \$1.2M by Optimizing Microsoft Spend and Deploying GenAI Across Operations

Delivered by SystemSoft Technologies

Client Overview

A mid-sized, multi-location manufacturing company based in Tampa, operating in industrial components and B2B distribution. 400+ employees, running on Microsoft 365, Dynamics 365, and legacy internal applications across finance, ops, and sales.



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Challenges

By late 2023, the client was facing increasing operational overhead and system sprawl:

- Excessive Microsoft 365 license costs across regions with minimal usage tracking
- Manual data entry in finance and procurement processes consuming hundreds of hours monthly
- Fragmented communication between plants, creating delays in supply chain coordination
- Legacy apps for internal support requests, which were clunky and underused
- No formal use of AI or automation, but leadership was eager to explore

They needed a fast, surgical engagement — not a full-scale digital transformation initiative.

Solution Delivered by SystemSoft

We partnered with the client’s IT and operations leads to deliver a two-phase engagement focused on measurable results in 90 days.

Phase 1: Microsoft Spend and Workflow Optimization

- Conducted a Microsoft 365 license audit across 400+ users
- Identified 112 licenses that were underutilized, duplicated, or misaligned
- Recommending role-based reallocation and adjusted licensing tiers

Result: \$418,000 in projected annual savings on licensing and cloud consumption

In parallel, we used Power Automate and SharePoint integration to automate:

- Purchase order approvals
- Material receiving and reconciliation flows
- Vendor onboarding forms

This eliminated 15+ hours/week per plant in manual paperwork.

Phase 2: GenAI Copilot Deployment Across Teams

- **Procurement Assistant Copilot**
 - A. Pulls prior vendor quotes, shipping terms, and historical price data
 - B. Reduces time spent searching SharePoint/ERP by 70%
- **Support Knowledge Copilot**
 - A. Answers common IT and HR questions using internal policy PDFs
 - B. Integrated inside Microsoft Teams for direct, secure access
- **Plant Ops Q&A Bot**
 - A. Built with OT data summaries and daily SOPs
 - B. Used on the floor via tablet to reduce downtime-related calls

All copilots were private, secure, and trained only on internal content. No public AI tools were used.





Outcomes Delivered

\$1.2M total projected savings across licensing, manual labor reduction, and internal support overhead

- Microsoft 365 environment now usage-aligned and financially optimized
- Internal support ticket volume reduced by 42%
- 80+ hours/month eliminated in PO and invoice handling
- Zero user disruption — AI tools embedded directly in Microsoft Teams and existing workflows
- Leadership gained clear visibility into daily process metrics via Power BI

What Made It Work

- **Focused scope:** No bloated AI initiative — just targeted workflows with ROI
- **Full use of Microsoft stack:** Power Platform, Azure OpenAI, Teams
Hands-on execution: Onsite workshops, weekly checkpoints, fast iteration
- **Local accountability:** SystemSoft's Tampa-based team was onsite regularly, not remote

Conclusion

This wasn't a tech upgrade — it was a cost recovery and efficiency play that proved GenAI and Microsoft optimization can be real, measurable levers in the hands of the right team. SystemSoft Technologies continues to work with this client to scale automation across supply chain and vendor quality management, using the same fast-delivery, value-led model.

If your organization is looking to reduce system waste and pilot GenAI tools without a long commitment, this is a proven, fast-start model that works.

