



Dynamics 365 Upgrade and Support Services Help an Oil and Gas Company Maximize Productivity and ROI

CASE STUDY

Customer: An oil drilling company

Size: 10,000+ employees

Location: Houston, Texas

Industry: Oil and Energy

Profile: The client owns and operates one of the world's largest land-based drilling rig fleet and is a provider of offshore drilling rigs in the United States as well as multiple international markets.

Services: Dynamics 365 Upgrade and Support

Business Need

The oil drilling company provides directional drilling services, performance tools, and innovative technologies for its own rig fleet and those of third parties. Leveraging advanced drilling automation capabilities, the client's highly skilled workforce continues to set new standards for operational excellence and transform the industry.

The client used an earlier version of Dynamics 365, the support for which was ending within a 3-month window. Post support end date, the client would have had to forcefully upgrade to the latest version. However, to make the process far more streamlined, the client got in touch in Synoptek to carry out the Dynamics 365 upgrade project.

In addition, the client also wanted Synoptek to provide enhancements to new Dynamics 365 modules as well as create specific reports to meet the different needs of different teams.

Solution and Approach

To meet the client's requirement, Synoptek provided services in a two-phased manner:

Dynamics 365 Upgrade

Since the earlier version of Dynamics 365 gave admins the freedom to modify inline code, over the years, the client had accumulated a lot of over-layering in code – which made it difficult to upgrade with a simple click of a button.

Synoptek helped the client get rid of all the overlayer code and upgrade to the newer version – without any hiccups. Since the base framework was sealed, Synoptek helped restructure the code in the latest version and then upgraded the solution to meet client's requirements.

During the upgrade process, we also analyzed their Dynamics system to create one legal entity and structure others as sub legal entities. The upgrade steps included:

- System assessment to understand amount of overlaying code
- Impact analysis
- Actual upgrade execution
- Re-engineering from overlaying to extension

The entire upgrade was carried out along with in-house functional testing assisted by automation tools. During the upgrade process, we used the client's tracking system to provide transparency on the different issues that were observed. Post upgrade, we also helped the client's IT team and business users to come up with a test plan to carry out regression testing and worked closely with users to eliminate/rectify issues.

Dynamics 365 Support

Once the Dynamics 365 system was upgraded, Synoptek carried out several enhancements to various modules. This included report generation, bug identification, as well as integration.

Synoptek also provided support services for Power BI based on the specific needs of different teams. In addition, we carried out: legal entities implementation-related customizations that comprised.

- Quality management
- Logistics
- Transfer order



Business Results

Given the limited timeframe in which the upgrade had to be done, Synoptek, made sure the client could seamlessly upgrade to the latest version of Dynamics 365 – without overshooting budget or timeline. The overall upgrade to the go-live environment was smooth and without hurdles.

We not only helped the client uncomplicate the existing code, we also created a single legal entity to improve transparency and control.

With our Dynamics support services, business users are in a better position to get access to custom reports they need to improve the efficiency of their day-to-day tasks.

About Synoptek

Synoptek is a global systems integrator and managed IT services provider, offering comprehensive IT management and consultancy services to organizations worldwide. The company works in partnership with clients of all sizes – from mid-market to Fortune 100, and for over two decades, its focus has been to provide maximum business value to its clients, by enabling them to grow their businesses, manage risk and compliance, and increase their competitive position. Synoptek is committed to delivering improved business results and unmatched service to every client, every time.

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