



Dynamics 365 Business Central Implementation and Integration Services Help a Biopharmaceutical Company Standardize Processes, Improve Financial Reporting, and Ensure Compliance

CASE STUDY

Customer: A global biopharmaceutical company

Industry: Biotechnology

Profile: The biopharma company applies specialized expertise to bring innovative therapies to patients with neurodegenerative orphan disease, helping advance treatments and make a profound impact for those touched by these rare, serious diseases.

Services: Dynamics 365 Business Central Implementation and Integration

Business Need

Focused on the development of treatments for patients living with life-threatening and debilitating rare diseases, the biopharma company wanted to ramp up their US operations in anticipation of their drug approval in Q2. Although they had already implemented Dynamics 365 Business Central at their headquarters in Denmark, they wanted to extend the system to their Chicago location and replace the existing QuickBooks platform.

Through implementation of Business Central in Chicago, the biopharma company was looking to have a 'Global Standard Template' in anticipation of rollout to other countries over time. They wanted to implement a handful of Financial modules to track Revenue and Financial Inventory.

For this requirement, the biopharma company was looking for a service provider/partner with experience in life sciences, global capabilities that extend into EU as well as strong Business Central know-how. The company partnered with Synoptek to extend their functional as well as technology capabilities to develop and deliver a time phased, resourced, costed plan to rollout D365 Business Central.

- Implement Business Central Global Template and enable Process Standardization
- Leverage the Dynamics platform to extend functional as well as technology capabilities
- Keep up with Statutory and Regulatory Compliances
- Enable robust Financial Reporting

Solution and Approach

To meet the biopharma company's requirement of enabling financial processing, expense reporting, and process standardization, Synoptek leveraged Dynamics Platform to extend functional as well as technology capabilities while constantly paving the way for process standardization.

As part of the engagement, we carried out the following activities:

Implemented Business Central Global template with features across:

- Role-based group interface and permissions
- Tablet and Phone client for Android and IOS
- Screen personalization by user
- Change log for audit trail and field level security
- Automated task scheduling and logging
- Workflows with internal notifications and external emails
- Data migration templates and edit list views in Excel
- Customer and vendor portals with SharePoint
- Reporting with RDLC Reports, Word, Excel and Power Apps
- Data export migration tools for Dynamics NAV, GP and QuickBooks
- Open architecture for customizing tables, fields, pages and reports

Implemented Finance essentials such as:

- Ledger, Chart of Accounts, A/R Sales Invoices, and Financial Statements
- Analysis views by dimension for KPI
- Cash flow reporting
- Bank Reconciliation
- Sales tax by location
- A/R Sales invoices and sales journals
- Customer prepayments and open credit balance account
- A/P Purchase invoices and purchase journals
- Vendor prepayments and open debit balance on account
- Multiple currencies with automated exchange rate updates
- Cash flow forecasting

Implemented Trade Management features including:

- Sales Orders, Sales Shipments, Sales Invoices, Return Orders, Credit Memos
- Purchase Orders, PO Receipts, PO Invoices, Return Orders, Credit Memos

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Business Benefits

With Synoptek's help and implementation support, the biopharma company was able to:

- Improve integration across critical business processes and products
- Enable process standardization across the business
- Enable Statutory and Regulatory Compliances
- Improve the quality and timeliness of Financial Reporting

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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