

Case Study

Dynamics 365 Upgrade Enables a Motor Vehicle Manufacturer to Streamline Financial Processes and Boost User Productivity



Customer Overview

Customer

A motor vehicle manufacturer

Profile

The manufacturer has established an efficient integrated production system that incorporates die-casting, finishing, machining, and assembly operations using just-in-time production methods to provide quality products at a competitive price.

Industry

Manufacturing

Services

Dynamics 365 Finance and Operations Upgrade

Business Need

The manufacturer was using a non-supported version of the Dynamics AX 2012 platform, making it extremely vulnerable to modern-day risks and attacks.

As the volume of data grew, users were facing several performance issues such as slow response times and system crashes. At the same time, the manufacturer was confronted with several hurdles while upgrading to newer versions or applying service packs in AX 2012. Accessing the system from remote locations was also problematic due to connectivity concerns, slow performance, and even disconnection.

To overcome these challenges, the manufacturer was looking to upgrade to Dynamics 365 Finance, so it could more efficiently deal with modern financial processes. It also sought enhanced functionality, including an improved user interface, streamlined processes, and better integration with other systems.

Solution and Approach

The migration from Microsoft Dynamics AX 2012 to Dynamics 365 F&O (D365) was a complex process, especially since it involved upgrading custom code and historical data along with open balances. Synoptek's qualified and skilled Dynamics 365 team implemented the following measures to facilitate a seamless migration.

Thorough Assessment

Conducted a thorough assessment of the existing implementation including customizations, data, integrations, ISV solutions, and reports.

Code Upgrade Analyzer

Analyzed the AX 2012 codebase using the Code Upgrade Analyzer LCS tool and addressed potential risks and challenges.

Code Conflict Resolution

Resolved code conflicts of overlaid objects of AX 2012 and converted them to extension base code compatible with D365 F&O.

Custom Code Refactoring

Redeveloped the existing AX custom solutions and aligned them with the D365 platform, including deprecated features, adjustments for code changes, and optimizing code for performance improvements.

Data Migration Strategy

Took a full data migration approach which included multiple rounds of mock data migration, record comparison, closing balance comparison, data cleansing, mapping, and transformation to fit the new data model of D365.

Integration

- Reviewed existing integrations with external systems and third-party ISV solutions and ensured their compatibility with D365.
- Reimplemented integrations such as EDIBAR, Pricing Import, Budget Import, and Journal Import using an enhanced integration framework.

Testing and Validation

Carried out thorough testing with migrated code, configurations, new endpoints, and data to ensure that the D365 system functions as expected and meets business requirements.

User Training

- Organized onsite training sessions with subject matter experts to facilitate a seamless transition to the new system.
- Instructed admins on configuring the new D365 system to align with existing business processes, and incorporated updates to workflows, features, and user interfaces.

Cutover plan

Successfully implemented the cutover plan through the execution of mock cutover rounds, script execution, and time calculation, and clearly defined roles and responsibilities.

Mock Go Live

Performed a comprehensive Mock Go Live using day-in-life scenarios for different department users and ensured alignment with Microsoft standards.

Hypercare Support

Strategized hypercare support to ensure timely response and resolution of issues within US business hours, enabling system stability and user satisfaction, streamlined processes, and continuous communication channels.

Business Benefits

Synoptek's Dynamics 365 upgrade services enabled the manufacturer to better meet its growing needs.

- Enhanced Dynamics 365 capabilities enable the manufacturer to streamline processes across budget, vendor/customer payments and passing allocation journals and enjoy 100% accuracy in generating cash inflow/outflow statements.
- The global search feature accessible from the top navigation bar allows users to enter keywords related to the form, report, or function they are looking for, and have relevant results displayed across all modules.
- A dedicated support team allows users to submit queries and have their issues addressed promptly.
- Excel add-ins enable users to edit and update data in D365 directly from Excel. They can now easily make changes to records, entities, or datasets.
- The upgraded system can be easily accessed from any compatible browser and preferred operating system across desktops, laptops, tablets, or mobile devices while enjoying the same level of usability and functionality.
- There is a 20% reduction in manual efforts through automation of bulk entry upload.
- By moving to the cloud, the manufacturer experiences a 30% cost reduction on infrastructure CapEx.

Testimonials



The Synoptek team did an excellent job in keeping us informed of what they were doing in the background every week. When we faced challenges with D365 licenses, Synoptek thoroughly reviewed all our AX Dynamics 2012 customizations and provided recommendations for a seamless Dynamics 365 upgrade. The support team was excellent at finding solutions to the problems we experienced and that built a great amount of trust in our users

– IT Manager

About Synoptek

Synoptek delivers accelerated business results through advisory-led, transformative full-life-cycle systems integration and managed services. We partner with organizations worldwide to help them navigate the ever-changing business and technology landscape, build solid foundations for their business, and achieve their business goals.