



# International Provider for Live Events and Studio Productions Optimizes Operations and Back- Office Processes

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enVista's Microsoft Dynamics 365 implementation services lead to "business game-changer" for international client

## ABOUT

The client is a projects and events manufacturer, distributor, services provider and rental business across the live event, entertainment and themed environment spectrum. The organization provides temporary custom-made film sets, stages, buildings, furniture and scenic artifacts/goods for large-scale events such as the the Big Game.

## OPPORTUNITY

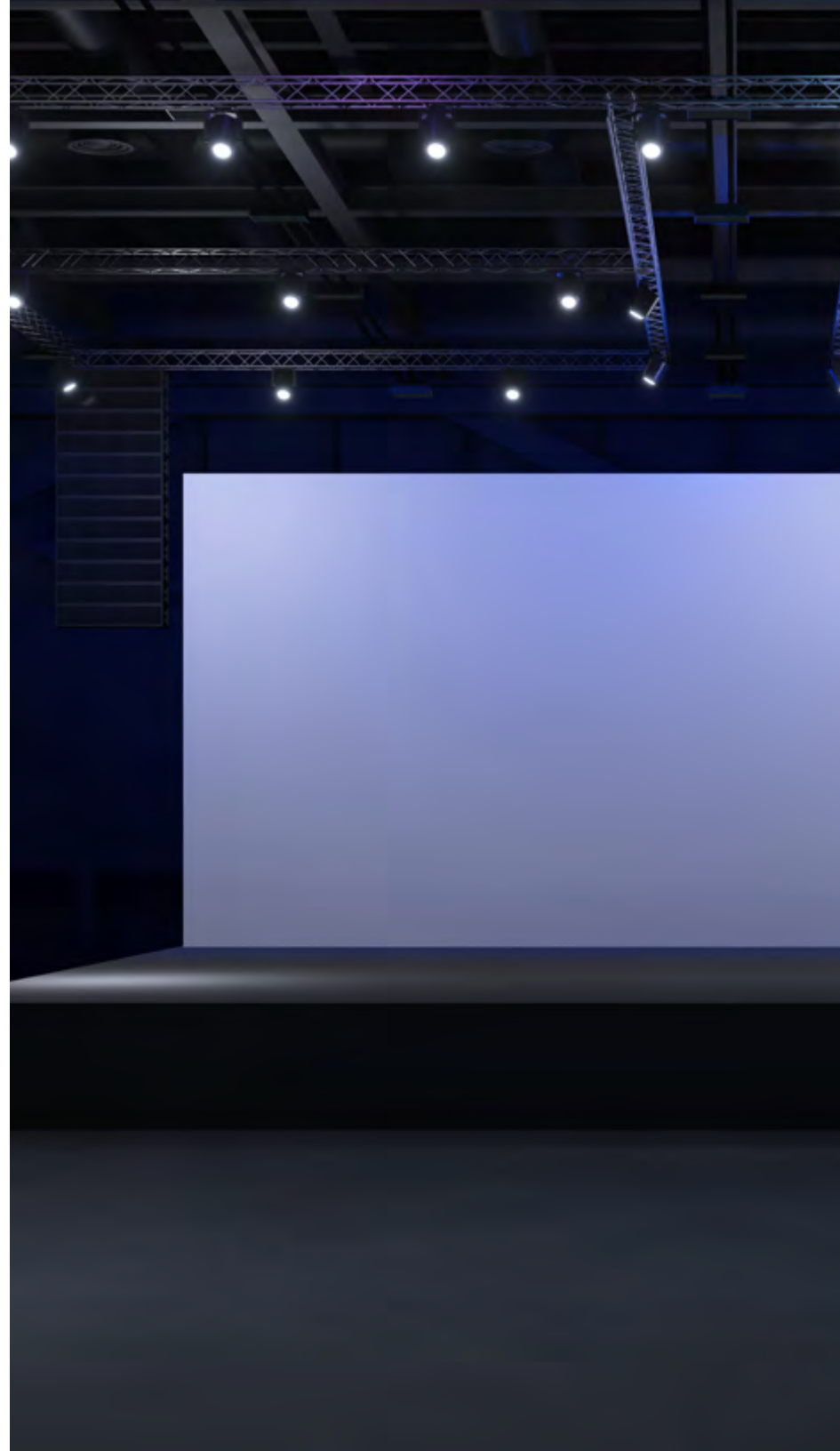
Prior to the inception of the project, the client aimed to elevate its inventory management and visibility. The organization owns a high number of reusable materials, many of which are fixed assets such as the equipment used at event construction, and it operates as a rental business model. However, the existing inventory management approach did not align with the company's business model, which resulted in several challenges including:

- Lack of item numbers for its inventory, including fixed assets
- Insufficient systems for managing a rental business model
- Incompletely defined fixed assets
- Limited visibility of the business cost when renting assets
- Low accuracy for estimated project costs
- Poor tracking and misplacement of rented product and assets

Company leadership engaged enVista for support in managing its inventory and refining its bookkeeping processes. The organization also needed change management and the adoption of best practices in its processes, as this project was positioned to fill many gaps across the business.

## SOLUTION

Upon analyzing the client's operations, enVista's Microsoft team immediately noted the need for an advanced ERP to manage the moving parts of its business. For this reason, enVista recommended Microsoft Dynamics 365 (D365) Finance & Operations (F&O) and Customer Engagement (CE), Power BI, two ISVs, and Zebra RF scanning and label printing technology. enVista's team drove the solution design, configuration and implementation of these tools and



devices into the client's operations.

Prior to this project, the organization was leveraging QuickBooks for its bookkeeping and needed something more sophisticated that would provide higher efficiency and process automation. Particularly, it needed a fully integrated ERP for better inventory management, asset management, project accounting and materials and capacity planning. enVista helped upgrade the client's bookkeeping, accomplishing several improvements, including:

- Leveraging the full power of D365's Project Accounting features
- Tracking and managing all product, material and asset costs electronically for the first time
- Fully defining all items shipped to events and optimizing all material flow with D365 Advanced Warehouse Management's mobile scanning capabilities
- Fully implementing D365 Asset Management for maintenance of its fleet, event equipment and manufacturing facility
- Dramatically improving inventory tracking and accuracy
- Significantly improving planning and scheduling of event technicians
- Optimizing the planning and scheduling of material movements, enabling greater customer service with less inventory working capital and significantly reducing the chances of shipping too much or too little material to critical events
- Surfacing material shrink and its causes
- Increasing accurate customer billing thus avoiding incomplete invoicing

In order to prepare for operational support post go-live cutover, enVista led the client through a D365 Production Readiness workshop that outlined the reactive and proactive tasks required to reduce business interruptions. As a result

of the workshop, the organization decided to focus its staffing on strategic initiatives while leveraging enVista's Application Managed Services offering for reactive and proactive support. With this offering, the client received access to 24x7 support with service level agreements, escalation to Microsoft Support for implementation challenges and ongoing proactive management ensuring adherence to Microsoft's updates with alignment to its business processes.

## RESULTS

Because of the implementation of Microsoft D365 F&O, the client can capture the cost of freight and sub-contract activity and has a better financial handle on its business – so much so that company leadership has called it a “business game-changer.” Across its inventory, the organization now has part numbers, individual costs, asset tracking, asset management and the reconciliation of event cost and revenue.

Looking toward its future state, this project provided the client with the raw data needed for an even better definition of the rental opportunity cost, which is critical for its post-go-live operations. Microsoft's groundbreaking AI toolset combined with all this new data will lead to even more ways of improving revenue at reduced cost and greater customer satisfaction.

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**Let's have a conversation.®**

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