

CASE STUDY



Food Manufacturer Increases Supply Chain Accuracy and Traceability with Microsoft Dynamics 365 Business Central

enVista integrated Microsoft D365 BC with manufacturing, warehouse management, and retail solutions to improve inventory control, product costing, planning, and financial close.



CASE STUDY

The organization is a producer and distributor that sells products across 15 countries, operating both a 21-acre manufacturing plant and a retail store.

THE OPPORTUNITY

As a long-time user of Microsoft Dynamics Great Planes (GP), in 2024, pain points started to arise that signaled to organizational leadership the need for an ERP change:

- After leveraging Dynamics GP for over a decade, the company was still only using about 25 percent of the available functionality. It had also partially implemented Batchmaster for process manufacturing, as Dynamics GP did not include formula management or process manufacturing.
- The ERP add-on for process manufacturing couldn't adequately address the traceability gaps in the manufacturer's supply chain, which inhibited the company's ongoing traceability goals.
- Without warehouse automation, batches of finished products were tracked on paper, which created inaccuracies across the supply chain.
- Perhaps the most urgent reason for the switch: Microsoft had announced it was sunsetting Dynamics GP.

Due to enVista's extensive experience in manufacturing, the manufacturer initially reached out for support with migrating from Microsoft Dynamics GP to Microsoft Dynamics 365 (D365) Finance & Supply Chain Management (F&SCM).



THE SOLUTION

enVista guided the organization through three distinct phases:

1. Business analysis, process improvements, and systems recommendation
2. Implementation and data migration
3. Ongoing support

BUSINESS ANALYSIS & SYSTEMS RECOMMENDATION

enVista's team took a consultative approach to the integration, beginning with a comprehensive analysis of the manufacturer's business. They reviewed the manufacturer's entire process from order to cash and procure to pay across current- and future-state processes, capabilities, and business goals to assess if D365 F&SCM was the best system for the company's needs.

enVista observed several operational realities that drove its final recommendations:

- Manufacturing was transacted after the fact, leading to traceability inaccuracy
- Planning was being done manually
- Warehouse management was manual and inaccurate
- Operational inefficiencies led to finance doing more work to audit and correct postings

Based on the assessment, enVista's team determined that D365 F&SCM was a more robust system than what the client needed. To meet its specific food manufacturing needs without over-buying functionality and incurring excess technical debt, enVista recommended Microsoft Dynamics Business Central (BC) alongside two ISVs: Cosmo Manufacturing for process manufacturing and Tasklet Factory for warehouse management and POS 365 for retail sales.

BC's cloud environment provided several tangible benefits, such as fewer hardware refreshes, fewer performance issues during peak processing times, and reduced need for backups, off-site storage and data recovery plans. Altogether, this was expected to improve data security and business continuity.

SYSTEMS IMPLEMENTATION & DATA MIGRATION

After delivering the technology roadmap, enVista got to work implementing Microsoft Dynamics BC with both Cosmo Manufacturing and Tasklet Factory, including comprehensive data migration, validation, and reconciliation from Dynamics GP to Dynamics BC.

The team provided detailed scripts to extract data from Dynamics GP in a format that would be easily ingestible by Dynamics BC, swiftly identifying and reconciling misaligned data across all systems and paper processes.



enVista's edge: enVista's implementation strategy goes beyond simply integrating point solutions. An ERP replacement is a big business change, which is why instead of just replacing the manufacturer's existing footprint, enVista optimized for the business' future goals as well, aligning business processes with the modern ERP tools to improve go-live success, user-adoption, and system ROI.

ONGOING SUPPORT

To ensure success of the system post-go-live, enVista's team offered ongoing support and maintenance of Dynamics BC in several areas:

- Diagnosing and resolving errors
- Tuning configurations
- Responding to technical and functional questions
- Performance optimization
- Addressing report or integration errors

enVista's team maintained a constant line of contact with the client's ERP end-users, responding to support queries in as little as four hours.

WHAT'S NEXT?

After experiencing the level of care and support from enVista's team during this ERP migration, the client is now envisioning a future opportunity to enhance its warehouse management system's integration with its production equipment.





THE RESULTS

After go-live of Microsoft Dynamics BC and the two ISVs into the manufacturer's supply chain, the organization experienced the following improvements:

- Enhanced inventory accuracy
- Better-enforced batch control for food items
- More accurate product costing
- Quicker and more accurate financial close
- Increased inventory turns and reduced inventory volume due to better planning

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