



**Velosio**<sup>®</sup>



**CLIENT SOLUTION CASE STUDY**

# Protective Wear Company Moves to Microsoft Dynamics 365 Business Central

MICROSOFT DYNAMICS 365  
BUSINESS CENTRAL

# Overview

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## Software Solutions:

- Microsoft Dynamics 365 Business Central
- Microsoft Power Platform
- EDI for streamlined data interchange
- SANA for an improved B2B eCommerce platform
- Insight Works Mobile Warehouse for advanced warehousing efficiency

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## Challenges:

- Outdated system unable to meet demands of growing business
- Disconnected Systems
- Operational Constraints

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## Benefits:

- Singular, Connected Source of Data
- Streamlined order processing
- Futureproofed system supports business growth

# Legacy Systems Modernization

A leader in protective wear has had a technological journey of constant evolution and adaptation. Initially using Dynamics AX for their ERP needs, it soon became apparent that the solution's business complexity was overkill for the company's daily transaction processing. In January 2020, they made a shift to Dynamics NAV. NAV, despite being less complex, came with its own set of challenges. Laden with several custom add-on solutions, Dynamics NAV struggled to meet the company's evolving business needs and posed significant integration challenges. Furthermore, as technology advanced, it became evident that both the legacy systems and Dynamics NAV were becoming increasingly outdated and were not fully supported. This lack of support and the systems' inability to keep pace with modern technological advancements significantly hindered operational efficiency and growth potential.

Laden with several custom add-on solutions, Dynamics NAV struggled to meet the company's evolving business needs and posed significant integration challenges.

These challenges, coupled with an industry-wide shift towards more agile and scalable cloud-based solutions, sparked a critical realization that a shift to the cloud may be necessary. In November 2021, the company decided to conduct an onsite assessment of their NAV system. This assessment was not just a routine check; it was a strategic move to explore the potential of modern cloud solutions. The company's interest in these newer technologies was driven by a desire to adopt a system that could offer real-time data access, improved scalability, better security, and continuous updates and support. This strategic decision marked the beginning of a significant transformation, paving the way for them to embrace a more advanced and future-ready ERP solution.

## The Search for a New ERP System and Why Business Central was the Right Choice

When the company embarked on the journey to upgrade their ERP system, they were not just looking for new software. They were in pursuit of a transformative solution that could redefine their operational efficiency, scalability, and user experience. The initiation of this journey began with an in-depth migration assessment conducted by the Velosio team. At the time, the organization felt as if Dynamics NAV had served its purpose but was increasingly becoming a relic of the past, unable to meet the growing demands of a modern, expanding business.

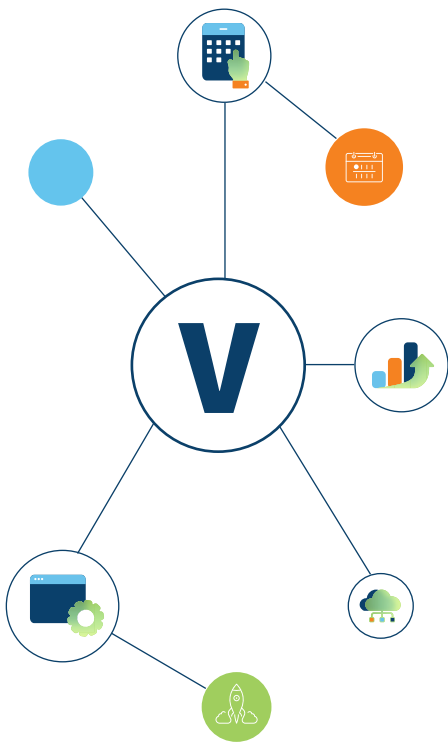
Understanding the criticality of the situation, Velosio helped the organization lift and shift their operations to the Azure cloud. This move was not just a transition; it was a strategic step toward embracing a more robust, cloud-based infrastructure. After a year filled with discussions, reevaluations, and meticulous assessments—a duration that underscores the thoroughness of Velosio’s approach—their initial findings were revalidated.

Central to this endeavor was unwavering support from the CEO, the project’s executive sponsor. The CEO’s involvement was not just in a supervisory capacity; it was a hands-on, strategic alignment of the company’s business goals and technological strategy. This leader demonstrated a keen interest in ensuring that every technological advancement, every system upgrade, led back to one core objective: improving business processes. This alignment was crucial, as it ensured that the technological transformation was in perfect harmony with the company’s overarching business goals.

After a comprehensive analysis and a collaborative effort between leadership and Velosio’s team, Microsoft Dynamics 365 Business Central emerged as the clear winner. The decision was not made lightly. Business Central’s cloud-based infrastructure, combined with its advanced integration capabilities and scalable architecture, presented a compelling case. It promised not just an upgrade but a leap into a future where efficiency, flexibility, and scalability were not just aspirations but realities.

## Partnership with Velosio

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The partnership with Velosio stands out as a defining thread to the story. This alliance was not just about technological migration; it was a comprehensive engagement aimed at redefining the very fabric of the company’s business operations through the strategic consolidation and optimization of their Microsoft ecosystem. The company entrusted Velosio with all their Microsoft licenses, a decision that underscored their confidence in Velosio’s ability to effectively manage their diverse needs. This transition to the Velosio One Licensing Incentive (VOLI) program exemplifies the trust placed in Velosio’s expertise. By consolidating their licenses under this program, the organization realized substantial savings by eliminating unnecessary license types. The program’s structure also offered increasing discounts with the addition of more subscription and cloud licenses.

A partner who could provide holistic support for their entire Microsoft solution ecosystem was paramount. Their previous partnership had been less than satisfactory, lacking in both service and support. The company was in dire need of a partner who could unlock the full potential of their systems—a role Velosio was ready to fill. From the outset,





Velosio established itself as a valued and trusted advisor. The foundation of this partnership was solidified early on when key Velosio personnel, like Carrie Gabris, arrived on site to kickstart this transformational journey.

Velosio's role was critical in migrating the company's systems to the Azure Cloud for hosting in July 2022. This move demonstrated Velosio's expertise in cloud solutions and infrastructure management, aligning the company's technological infrastructure with its ambitious operational goals. Velosio's deep expertise in implementing Dynamics 365 Business Central was particularly beneficial. Their seasoned team provided customized solutions and insights tailored to meet the company's unique needs, ensuring a seamless transition from Dynamics NAV to Business Central. This process involved meticulous planning, system customization, and the integration of existing processes into the new platform.

## Integrated Solutions

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The company's journey to enhanced operational efficiency involved integrating third-party solutions into their ERP system, particularly addressing challenges in receiving, warehousing, and order fulfillment. Before collaborating with Velosio, they faced difficulties with outdated technology that hampered their order processing efficiency.



Velosio showcased Dynamics 365 Business Central's warehousing capabilities, eliminating extensive customizations with business-stalling upgrades. This approach simplified the transition to a cloud-based environment and streamlined sales order management.

The adoption of Business Central was further enhanced by integrating specific solutions: EDI for streamlined data interchange, SANA for an improved B2B eCommerce platform, and Insight Works Mobile Warehouse for advanced warehousing efficiency. These integrations allowed them to refine their processes and evaluate the need for customizations.

Insight Works introduced handheld devices in warehousing, optimizing real-time data access and order processing. SPS Commerce was selected for EDI needs, ensuring efficient B2B transactions. The combination of SANA with Business Central improved the online sales experience, offering a seamless customer interface.

Velosio also improved Power BI reporting, enabling more informed decision-making. These strategic integrations have significantly boosted operational capabilities, setting a new standard in their industry.

## Conclusion

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The organization's move to Microsoft Dynamics 365 Business Central, facilitated by Velosio, marks a transformative phase in their tech journey. This upgrade enhances their operational efficiency and aligns with their growth and commitment to excellence. As they gear up for a 2024 launch, they are poised for a new chapter of innovation and streamlined processes.





# Velosio<sup>®</sup>

Discover how Velosio can help your business with Microsoft Dynamics 365 business applications.

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