

➔ The Customer

The customer is one of the pioneers in developing and distributing various retail and industrial automation solutions in India. Additionally, they provide an entire range of automation ID products such as barcode printers, scanners, RFID printers and integrated Point of Sale systems to retail outlets. The customer is focused on customer satisfaction through their personalized service.

➔ The Problem

The customer's legacy system made it difficult to collect accurate sales information. By 2007, the company was urgently seeking a modernized system to accommodate an expansion into the marketplace. However, the company also needed to improve efforts in monitoring cost, controlling its discount structures, and ensuring better credit risk management.

➔ The Solutions

The customer selected PreludeSys through its enterprise procurement process to implement a Microsoft Dynamics AX 4.0 business management solution. Issues such as determining client credit limits, incentive management, and improving management of inventory and stock levels were easily addressed within the standard features of Dynamics AX 4.0 and then customized for the client's needs. Additionally, AX features a system that could help manage sales campaigns and automate the pricing structures for special promotions or discounts.

For customer service, AX also included a customer relationship management (CRM)

feature for faster product delivery, invoicing and response time to customer issues. Also, AX improved the handling of service contracts for existing customers with different warranty periods or penalty clauses. Finally, AX's reporting module generated reports for multiple departments, divisions or branches either individually or in a consolidated format automatically for the customer.

PreludeSys' approach to implement of the solution is based on number of key steps:

Understand the existing System

PreludeSys started by working with the customer to understand the existing business process and challenges using their existing legacy system.

Fit-Gap Analysis

This process involved identifying Microsoft Dynamics AX as the appropriate solution and then mapping the software to the customer's business needs.

Customize the Application

PreludeSys used the Microsoft Sure Step methodology during the implementation, which made the preparation and transition easier for the organization. The documentation of each and every approach in customization helped define and track the entire implementation process.

Testing

The testing process started with individual unit testing. Upon acceptance, functional testing was implemented and, finally, full module integration testing.

Industry - Automation ID Products

Solution - MS Dynamics AX

Training and UAT

PreludeSys understood that the customer ultimately wished to maintain the application and handle future updates. To support this, PreludeSys provided intensive training and additional documentation for future reference.

Deployment

PreludeSys worked hand-in-hand with the customer's IT staff to ensure a clean deployment and straightforward user transition. Additionally, PreludeSys provided 30/45 days of post-production support of the site. During that time, the customer's IT staff took an increasingly active role until the transition was complete.

➔ Technology Overview

PreludeSys used Dynamics AX ERP solution for the customer using the following technology:

- MorphX Suite
- X++ and SQL Server.