



Discover how we overcame critical operational challenges for an optical equipment manufacturer through a transformative Microsoft Dynamics 365 Finance & Operations implementation.

### Overview

#### Industry

Optical Equipment Manufacturer

#### Solution

ERP Implementation

#### Application

Microsoft Dynamics 365 Finance & Operations

### Key Highlights

Accelerated key process performance by 50%

Resolved gaps in key areas of supply chain integration

Addressed key business process bottlenecks and drive process optimization.



## About the Company

Our client is a prominent U.S.-based manufacturing company founded in 1989, specializing in a wide array of photonics products. These include imaging systems, optical equipment, fiber cables, laboratory research tools, spectroscopy devices, and electrical appliances. With a substantial manufacturing presence, the company manages an extensive inventory of over 20,000 products and operates in nine countries, highlighting its significant international footprint.



## The Engagement

The client was experiencing issues with their legacy Dynamics AX 2012 R3 system. Korcomptenz stepped in to manage the project, working closely with the client to address all business requirements effectively. We ensured clear sign-offs from business users, optimized system performance, and maintained business continuity throughout each phase of the solution delivery.

## Challenges

When Korcomptenz took over the project, we identified several critical areas requiring immediate attention. These included gaps in manufacturing and supply chain processes, complex warehouse operations, and integration challenges with major carriers like FedEx and UPS. Additionally, unresolved finance and integration issues, along with poor system performance, were significant pain points. The client also faced difficulties in establishing a multi-country, multi-entity, and multi-business model. Addressing these challenges was a key focus as we began our engagement.

## The Solution

Korcomptenz transitioned the client from a basic support model to a comprehensive ERP implementation approach. We started by deeply understanding their business processes, identifying pain points, and conducting optimization sessions. Our focus included supply chain, finance, manufacturing, warehousing, and carrier integrations, guiding the project through all ERP implementation phases—analysis, planning, and risk assessment—toward a successful Go-Live.

We provided customized recommendations to address critical challenges, implementing custom code as needed and working closely with the client's team. To resolve performance issues, we engaged with ISV partners, facilitated discussions, and addressed product gaps vital to the client's business. We also offered on-site support during the go-live phase to ensure a smooth transition.

Our solution encompassed a custom ERP implementation, optimized warehousing, manufacturing, and finance, seamless business process integration, and a unified platform, leveraging emerging technologies to address key business challenges.



## The Benefits

We are proud to have successfully addressed the challenges and delivered significant benefits to the customer in this project.

Comprehensive support and management of integration processes.

DevOps and ADO management, including sprint planning for deliverables.

Addressed and resolved numerous bugs across the entire supply chain modules, with a focus on distribution and carrier integration.

Delivered value through production optimization code in the supply chain.

Automated critical areas to ensure the system was optimized for peak performance and efficiency.



For more details about our technology stack and innovative solutions, please contact us at [sales@korcomptenz.com](mailto:sales@korcomptenz.com).

Contact us now