



## How Korcomptenz turned around a troubled ERP Implementation for a Leading Grill Manufacturer in Just 7 Months

### How Korcomptenz:

Enhanced the business operations of a top grill manufacturer with a strategic ERP implementation, after taking over a failing implementation from their existing partner, correcting the configuration of their bill of materials and effectively implementing the ERP system to ensure its smooth operation.

## Our transformative partnership with our client turned operational hurdles into triumphant successes.

Our customer is a significant player in the manufacturing, fabrication, and distribution sectors, specializing in grills, HVAC units, and fireplaces. Their manufacturing process involves a highly intricate process that encompasses various stages. This process includes precision steel cutting, meticulous assembly of components, and direct sales channels. Their impact extends far and wide, with a strong presence ranging from their website to the prominent shelves of major retail giants. However, even successful enterprises constantly seek ways to evolve and improve their operations.





This case study delves into how our expertise and guidance played a pivotal role in reshaping and revitalizing their operations. By collaborating closely with this dynamic manufacturer-distributor, we unlocked opportunities for enhancing efficiency, optimizing processes, and ultimately positioning them for even greater success in their industry.

## Challenge

Our customer embarked on a journey fraught with complexities, and encountered a multitude of challenges along the way that acted as significant roadblocks on their path to success. In an intricately complex landscape, they found themselves grappling with various issues, hindering their progress and making their journey more arduous. The challenges were:

- ❖ A troubled ERP implementation that had stretched with delays for three years cast a shadow over their ambitions, exacerbated by incorrect requirements and a lack of clarity on Dynamics 365 Finance & Operations' crucial functionalities.
- ❖ The customer's previous Microsoft partner, plagued with uncertainty, resorted to trial-and-error fixes, leaving users in a constant state of flux. The absence of data validation guidance and process coordination further sowed disarray, while a glaring lack of project management support intensified the situation.
- ❖ Licenses went underutilized, user morale plummeted, and user confidence in configuration setups for master planning and production dwindled in the face of repeated errors. Amid these trials, the master planning process grappled with unsuccessful execution, creating a dire need for transformation.

## Solution

**Following a thorough assessment of the client's challenges and needs, Korcomptenz developed a comprehensive solution and plan for success:**

Korcomptenz' transformational solution for the client took their operations from hurdles to triumphs. Seamlessly integrating the IBM TM1 tool with Dynamics 365 Finance & Operations, we streamlined the demand forecast uploading process, driven by PowerApps' automation. We also implemented the power of global report customization, offering users a panoramic view across all legal entities in a single, cohesive form.

By tackling challenges head-on, we extended a guiding hand to the client team including the reduction of over 900 master planning errors—a remarkable feat born out of Korcomptenz's dedication to strong account and project management. By restructuring the Bill of Materials, we also helped fortify their foundation and aligned their subcontracting process to the rhythm of the business.

As users voiced their satisfaction, we continued to orchestrate configuration setups that took advantage of master planning and production modules. Through collaboration, we engineered a defined process that laid out clear paths for prioritizing production orders.



## Benefits

Our key victory in this context lay in the successful execution of the project and the tangible benefits it brought to our client.

- 1 We triumphed, delivering the project in 7 months with transformative elements. We refined requirements, crafted user stories, and clarified the first phase's scope, empowering users with key functionalities.
- 2 We surfaced custom functionalities and reports, paving the way for seamless development. Our work fostered inter-departmental cohesion, unveiling the intricate flow of business processes.
- 3 We seamlessly integrated applications, including EDI and Banks, showcasing our leveraging our expertise in integration. We carefully validated imported data, guiding the customer through various project phases like Design, Development, Training, User Acceptance, and more.
- 4 In the cloud, we fine-tuned licenses and user roles for efficient digital operations. The highlight was users' newfound enthusiasm, driving them to embrace digital transformation and revamp the organization's operations with zeal.
- 5 In just seven months, we achieved what three years of failed attempts with other partners couldn't. A monumental win that left the client delighted with our expertise and resources.

Napoleon found solutions that spanned from automating workflows to structuring processes, igniting efficiency and instilling confidence in their operations team.

Explore our proficiency in ERP rescues, Dynamics 365 F&O, Automation, and Power Apps, ensuring you have ongoing support to drive your progress. Discover how, as a Microsoft Gold Certified Partner, we prioritize your needs with **#FocusOnYou**. For additional information, visit [www.korcomptenz.com/services](http://www.korcomptenz.com/services) or reach out to us at [sales@korcomptenz.com](mailto:sales@korcomptenz.com).