



Increase efficiency by upgrading from AX to Dynamics 365

Why and how to do it now

Upgrading an ERP system can be costly and painful, so many companies put it off – at their peril.

A modern, cloud-based ERP solution is essential to the future-ready company. Moving from Microsoft AX to Dynamics 365 can turbocharge your transformation strategy by increasing competitive advantage while reducing cost and risk. Here's why – and **how to do it right**.

Operational efficiency: Keep your eyes on the prize

Companies need every competitive advantage they can get; the smart ones are looking to digital transformation to boost their agility and help get them future ready.

The reason is clear.

Those with a digital transformation strategy believe it can deliver an ROI of more than 16% in 12 months, [according to Avanade research](#). Long-term, the right transformation strategy can mean the difference between success and failure in the marketplace.

To get there, companies need to address two crucial dimensions of their businesses, [according to the MIT Center for Information Systems Research \(CISR\)](#): operational efficiency and customer experience. Avanade agrees, building on the MIT CISR work to identify [three dimensions that companies must address](#): operational efficiencies, innovation, and customer and employee experiences.

In both models, greater efficiencies are crucial. Future-ready enterprises reduce costs, build value and improve time to market by reinventing business processes and optimizing operational capacity through intelligence and automation. They remake business processes so they can be scaled up or extended almost anywhere across the enterprise in response to fast-changing needs.

The impact goes beyond gains in efficiency; next-generation ERP systems can be powerful accelerants to customer experience, [notes Forrester](#). Similarly, [MIT CISR advises](#) companies to prioritize operational capabilities over customer experience in order to get both right without increasing the complexity of work. To avoid pushback against adoption of new operational capabilities, companies need to keep the expectations of their people very much in mind, [according to Accenture](#). For example, workers want a modern, web-based, anytime, anywhere solution, something that operational systems haven't typically offered and that many still don't.

Theramex speeds global Dynamics 365 adoption with Avanade

The pharmaceutical company specializing in women's health and operating in 50 countries had less than a year to build an entire business infrastructure that adhered to strict technical and medical regulations. It chose Dynamics 365 and Avanade. With its innovative delivery approach, Avanade was just what the doctor ordered, completing the project on its aggressive timeline.

[View case study](#)

Time to rev up your ERP engine



You wouldn't begin a lengthy road trip without knowing that your car's engine was in great shape. Your ERP system is the engine of your business and you shouldn't undertake a digital transformation without ensuring that it's in great shape, too.

Simply put, if you're still running Microsoft Dynamics AX 4.0, 2009 or 2012, you're not optimizing operational efficiency. You're not running the ERP system that your employees need to best serve your customers. You're not doing yourself any favors.

That's because the lengthy upgrade cycles of on-premises ERP keep your employees from using the technology that your competitors are using. Upgrading your on-premises ERP is can be a costly, painful experience. As a result, you don't do it much, certainly not as often as you should. Even if upgrades were painless and cheap, new technologies aren't available to you at the frequency you need, either.

Also, every day you remain on your outdated AX system you get a day closer to the end of system support – a risk no enterprise wants to face. Even before then, your customizations grow older every day. They become more costly to maintain and the staff that understands those customizations grows more scarce, further increasing your risk.

"Whenever we came across a point that needed true collaboration, we were with someone who was partnering with us to solve problems. That's why, in the end, we had a really successful implementation."

Ari Bouras, Director of Business Transformation & Legal Interactive

[View case study](#)

“As we go forward, we will all be more and more digitized, working together in the cloud. Our employees are no longer locked in a silo. They are able to help one another, solve problems for each other.”

Bart Janssens, Director of Business Transformation
Willemen Groep

[View case study](#)

The upgrade you need: Dynamics 365 in the cloud

Microsoft Dynamics 365, running on Microsoft Azure, was designed to address these issues – and more. It integrates CRM, ERP and business intelligence capabilities. Together with industry-specific applications, it delivers the new infrastructure of the future-ready enterprise.

Its agile cloud infrastructure creates new levels of operational agility, efficiency and effectiveness. Dynamics 365 takes advantage of the cloud's push capabilities to deliver multiple releases each year. That means more innovation, agility and competitiveness with less risk and cost than traditional ERP. You activate updates when you're ready, so you enjoy an evergreen cycle of ERP advancements while remaining in control of your ERP system.

When you upgrade or migrate to Dynamics 365, you get the tools and technologies your employees need now and for the future. That means intelligent tools with machine learning capabilities, native business

intelligence, superior usability, broader functional coverage and stellar integration with Office 365. You get mobile apps, user-focused workspaces, low-code PowerApps and PowerAutomate workflows that your employees can create themselves.

With Dynamics 365, customizations no longer hinder progress. The service comes with extensive built-in functionality so your need for customizations decreases. The customizations you do create are less intrusive and more future-safe because you create and adopt them without changing the core system code. Business users get the solutions they need while IT needn't worry about the integrity of the system.

In a way, Dynamics 365 is more than just, well, Dynamics 365. That's because it has superb integration with Office 365 and other Microsoft 365 services, Azure services, and a large and growing ecosystem of third-party apps. By eliminating data silos across the enterprise, Dynamics 365 enables employees to gain the information and insight they need to perform their jobs. And that performance, in turn, can boost customer experience – for example, when customer-facing workers can use accurate, real-time inventory data to deliver a better online experience to shoppers.

A peek at new features in Dynamics 365

- Enterprise Asset Management
- Revenue Recognition Compliance
- Embedded Power BI with license
- Travel and Expense Management
- Retail Call Center
- Universal Resource Scheduling
- Project Operations Solution integrating CE, PSA, FS, F&O
- Integration with Project Online
- Robust XL Read/Write

So why aren't you upgrading?

Dynamics 365 delivers the new levels of operational efficiency that are crucial to help make your organization future ready. So, if you're not already on it or planning to upgrade or migrate to it, why not?

Some companies are concerned about what they see as the cost and disruption for minimal gains. Others are concerned about losing data, or about the pain associated with redoing their customizations.

Even when companies understand the crucial contributor that Dynamics 365 can be to their agility, competitive advantage, and digital success, roadblocks can still get in the way. For example, some companies lack the expertise and bandwidth for a migration. Others haven't yet built up their know-how of cloud management. And still others just don't know where to begin.



Overcome the obstacles: Here's how

For companies looking to kickstart their upgrades or migrations to Dynamics 365, preparation is the key. Here are five steps that should be part of that preparation:



1. Develop a transformation plan. It's an obvious first step – you can't get where you're going if you don't know where you're going – but the larger point is that you're not adopting Dynamics 365 in isolation. Understand all the ways your ERP solution fits into your broader environment.

2. Have the right tools and experience. Fully fleshing out your transformation plan will be key to understanding the tools and expertise you'll need to implement it with optimal quality and lower cost and risk.

3. Use intelligent technologies to accelerate success. Dynamics 365 isn't a traditional technology. Don't rely on traditional technologies to implement it. The latest AI-enabled test and migration automation technologies can help a company achieve its goals for a fast, reliable, cost-effective implementation.

4. Evaluate the technical considerations. Your technical assessment needs to be comprehensive. For example, do you need to refactor code due to new concepts and application sealing, or can the relevant customization be refactored automatically or semi-automatically?

5. Don't ignore business considerations. Your technical decisions have business impacts; keep that in mind. For example, the decision to go with a single cutover versus multiple migrations can have significant implications. Your planning should evaluate new business areas, determine if business processes are up-to-date and documented, uncover crucial integrations and applications, and determine if data is defined accurately.

"We look for parties that think like us and are proactively thinking up solutions tailor-made for us. Avanade has succeeded in performing this way over the past years, and we were very pleased with that."

Peter Kips, Functional Analyst, Studio 100

[View case study](#)

TGM 254
GGR 2 N25.4

25.34
54.57
20 JH

GTR 547
G47

<HV> IDENT 215013 BD 564 EXPO 5480
3D <IDENT> <10101010>
DECODING 12-56BH <HV> IDENT 215013
BD 564

<HV> IDENT 215013 BD 564 EXPO 5480
3D <IDENT> <10101010>
DECODING 12-56BH <HV> IDENT 215013
BD 564

How Avanade helps

Looking for outside expertise to help you upgrade or migrate to Dynamics 365? Look to Avanade. We have unmatched depth and breadth of experience with Dynamics 365 and Microsoft technologies as well as the global resources to bring that expertise to you wherever you are. We are [the market leader](#) for Dynamics 365 solutions and [Microsoft's 2018 Alliance Partner of the Year](#). Our comprehensive Dynamics 365 strategy includes:

- Ongoing investments in Dynamics 365 add-on products featured on [Microsoft AppSource](#).
- Powerful partnerships with Microsoft, Accenture and ISVs specializing in industry solutions such as [K3](#) and [Annata](#).
- Unsurpassed international implementation experience as the world's [No. 1 Microsoft partner](#).
- End-to-end services from Advisory, [global implementation](#) and managed services when required.
- Unique industry business process modeling tools, called AIES (Avanade Intelligent Enterprise Solutions). With AIES, customers can focus their Dynamics 365 customizations on those business processes that truly have competitive advantage within their industry.

Avanade also makes migration and upgrade easier with its Intelligent Upgrade Engine for Microsoft Dynamics 365. The Intelligent Upgrade Engine bundles Avanade's elite process improvement expertise and implementation skillset together with AI-enabled migration automation tools. As a result, Avanade's Intelligent Upgrade Engine can help a company attain up-to-date enterprise intelligence with approximately 30 to 40% less effort from migration assessment to completion.

[Contact us today to get started.](#)

Pattern Energy increases efficiency 75% with Dynamics 365

The multinational renewable power company outgrew its heavily customized AX system and turned to Avanade and Dynamics 365. "The transformation was more than a technology upgrade," says an executive. "It helped us change how we work and create a platform for future improvements." Another plus: a key business process is 75% more efficient.

[View case study](#)

About Avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences on the Microsoft ecosystem. Our professionals bring bold, fresh thinking combined with technology, business and industry expertise to help make a human impact on our clients, their customers and their employees. We are the power behind the Accenture Microsoft Business Group, helping companies to engage customers, empower employees, optimize operations and transform products, leveraging the Microsoft platform. Avanade has 38,000 professionals in 25 countries, bringing clients our best thinking through a collaborative culture that honors diversity and reflects the communities in which we operate. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation.

Visit us at www.avanade.com

© 2020 Avanade Inc. All rights reserved. The Avanade name and logo are registered trademarks in the U.S. and other countries. Other brand and product names are trademarks of their respective owners.



North America

Seattle
Phone +1 206 239 5600
America@avanade.com

South America

Sao Paulo
AvanadeBrasil@avanade.com

Africa

Pretoria
Phone +27 12 622 4400
SouthAfrica@avanade.com

Asia-Pacific

Australia
Phone +61 2 9005 5900
AsiaPac@avanade.com

Europe

London
Phone +44 0 20 7025 1000
Europe@avanade.com



avanade