

Upgrade to Microsoft Dynamics 365 Business Central Online Strategies

When moving to Business Central online, the biggest consideration is discerning how to successfully migrate customers from Microsoft Dynamics NAV (any version) or Business Central on-premises to Dynamics 365 Business Central online seamlessly, securely, and efficiently. Let's compare the different 'Upgrade to Business Central online' strategies to help you select the best solution for your business.

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Clean Start to Business Central Online

About the strategy

The Clean Start to Business Central online strategy covers data migration to a standard Microsoft Dynamics Business Central version with no customizations. It is done with the data migration tools that help to migrate customer data from any older version to the latest version of Microsoft Dynamics 365 Business Central. If the Custom Data Migration to Extension service is included in the scope, data that was stored in the customized fields will be migrated to the new version so that no data is lost. If add-on products (i.e. ISV solutions) were used in the previous outdated solution and are available for the newer versions, they can also be added during the migration to the new version.

Each solution is unique and may contain functionalities that the customer would like to keep. Once the data migration is complete, the recommendation is to identify any missing functionality or the need for additional data. Additional development and upgrade services can be provided to restore missing functionality in the new version.

When to choose it

This strategy is the best choice for Microsoft Dynamics Partners and their customers that have outdated NAV/Business Central versions. Frequently, organizations running such outdated versions do not see a viable means of getting their solution up to date and back on track. This is because the upgrade becomes very complex and expensive, as many customizations in the solution are not relevant anymore or have been replaced by standard Dynamics 365 Business Central functionality.

In addition, Clean Start to Business Central online is a good choice for Dynamics Partners and customers who are more flexible. For example, those who are ready to adapt their business processes to the standard Business Central functionality or replace customizations with apps from Microsoft AppSource.



The process

When migrating data to Business Central online, the migration is performed in two steps – a test migration followed by a live migration:

Step 1: All customizations from the solution are removed and only data is moved into Business Central online. Standard Microsoft data migration tools are used to migrate data from any NAV/Business Central version to the newest Business Central on-premises version. If there are any ISV add-ons in the solution, the ISV partner-provided data migration tools are used. When all data is in the newest Business Central on-premises version, [Cloud Migration Setup](#) is used to migrate data to Business Central online.

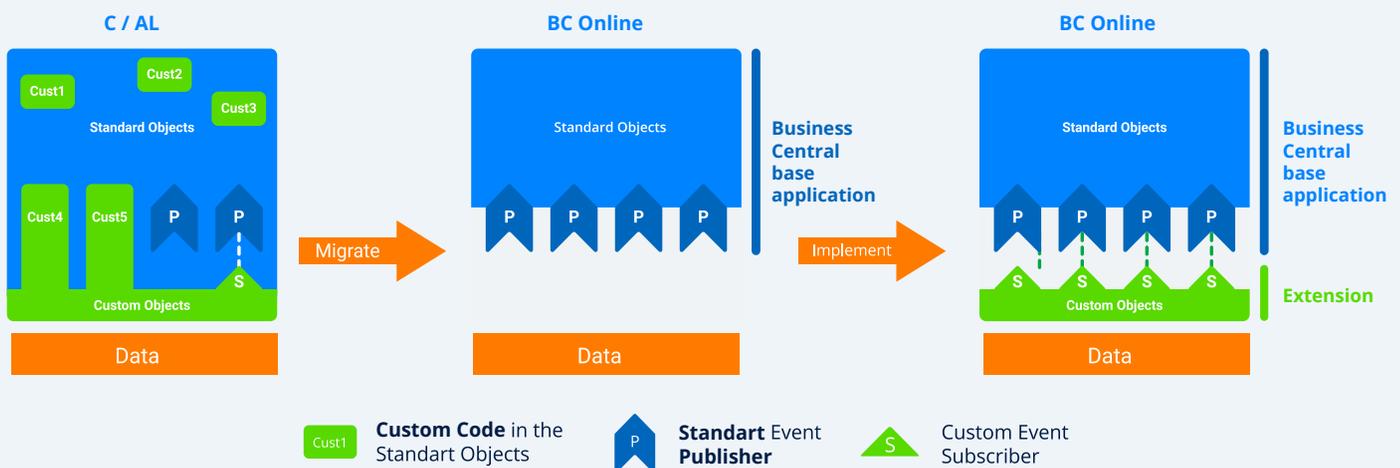
Step 2 (Optional): If the standard Business Central solution does not cover the full needs of the business, the following options are considered to resolve gaps between business needs and out-of-the-box functionalities offered by Dynamics 365 Business Central:

- Finding an app that would cover business needs.
- Implementing missing functionalities by developing and implementing per-tenant extensions.

Step 3: Once a customer and their Microsoft Dynamics Partner test everything and agree on a go-live date, the live data migration can be performed. This includes Intelligent Cloud Sync, after which the customer can start using the Business Central online solution.

RESULT: Migrated live database on customers' Business Central online production environment.

A Clean Start Business Central solution migration and follow-up implementation is displayed in the picture below:





Upgrade to Business Central Online

About the strategy

With this strategy, solutions are upgraded to Business Central online in one step; it is the fastest upgrade approach if you need to keep customizations. If too many customizations are required to move to Business Central online, this increases the upgrade price, as more development hours are accumulated to transition customizations to extensions and solve constraints. To reduce the price of upgrading to Business Central online, it is recommended to get rid of unused customizations prior to upgrading, so only the necessary customizations and data are upgraded to the latest version.

A key element of the upgrade process is transitioning all customized code into an extension. After creating an extension, code customizations are transitioned from the standard code to standard event subscribers. If there is code that cannot be moved as the necessary Microsoft standard event publishers do not exist, it is not possible to create an extension in Business Central online. Customizations that are impossible to move from the standard code must be reimplemented, which can be a very expensive and time-consuming process.

When to choose it

Making the migration from Business Central on-premises to Business Central online often requires a few adjustments. The 'upgrade to Business Central online in one step' option is recommended for small to medium-sized customers that want to keep many of their current customizations but will not experience too many constraints to seamlessly make the shift, such as:

- Localizations are available.
- Add-ons are released on AppSource as extensions.



Localizations are available

Business Central online localizations are important for companies in order to comply with laws, regulations and common commercial practices of the regions in which they operate. There are two types of Business Central online localizations available:

- Microsoft localizations for Business Central online. These are released in many countries and Microsoft is continuously expanding in multi-geo locations around the world. You can find a complete list of currently supported localizations [here](#).
- Localizations released by partners as apps. In some countries where localizations for Business Central online are not available, you can find localizations available as apps on AppSource that are released by Microsoft localizations partners. For more information on building localization apps, look [here](#).

Add-ons are released on AppSource as extensions

The AppSource store makes it easier to find vertical and horizontal solutions that extend standard product and functionality needs, like the Independent Software Vendor (ISV) add-ons that were used for on-premises ERP versions. There is a very high probability if add-ons were used in the past, they also be needed in the future. Therefore, add-on providers (most of the time ISV Partners) will update and release add-ons as apps for Business Central online.

There are a number of reasons for Microsoft Dynamics Partners to transform add-ons and make them available as apps. Apps on AppSource are easily distributed worldwide, which helps Microsoft Dynamics Partners to sell and market globally enabling lead generation, making the solution more visible to customers worldwide. Apps run as Microsoft Dynamics 365 Business Central extensions and can be added or removed easily. This makes upgrading Business Central an easier process compared to how it was done previously, where any customizations were interlaced with the old version of NAV, making upgrades more difficult.

The process

The upgrade to Business Central online process is as follows:

Step 1. Clean up of the solution. To upgrade the solution, including migrating most of the customizations to Business Central online in one step, it is important to determine which customizations need to be removed and which need to be kept.



Step 2. Upgrade to the newest Business Central version. After determining what customizations to keep, the upgrade is executed (including customization upgrade to extension, data migration, reports upgrade, and transformation to web client) to get to the latest version of Dynamics 365 Business Central.

Step 3. Create an Extension.

- Customizations are moved to custom objects. If customizations are needed, the customized code has to be transitioned into extensions. Extensions simplify customizations by keeping them separate from the standard application objects and code base. Before creating an extension, it is necessary to eliminate customizations from the standard code by moving customized code out of standard objects into custom objects by creating custom event subscribers that subscribe to standard event publishers. Data structure customizations in standard tables and other non-code customizations should be moved to custom objects of new object types (TableExtension, PageExtension, ReportExtension, EnumExtension).
- Customizations that were not moved from the standard code and technological constraints of Business Central online are reviewed, and the decision is made on how best to reimplement these conflicts.
- All custom objects must be packaged into an extension. If there is any customization left in the base application, it won't be possible to create an extension¹.

Step 4. Set up a testing environment on Business Central online. The created per-tenant extension is installed. Standard Microsoft data migration tools are used to migrate data from any NAV/Business Central version to the newest Business Central on-premises version. If there are any ISV add-ons in the solution, the ISV partner-provided data migration tools are used. When all data is in the newest Business Central on-premises version, Cloud Migration Setup is used to migrate data to Business Central online.

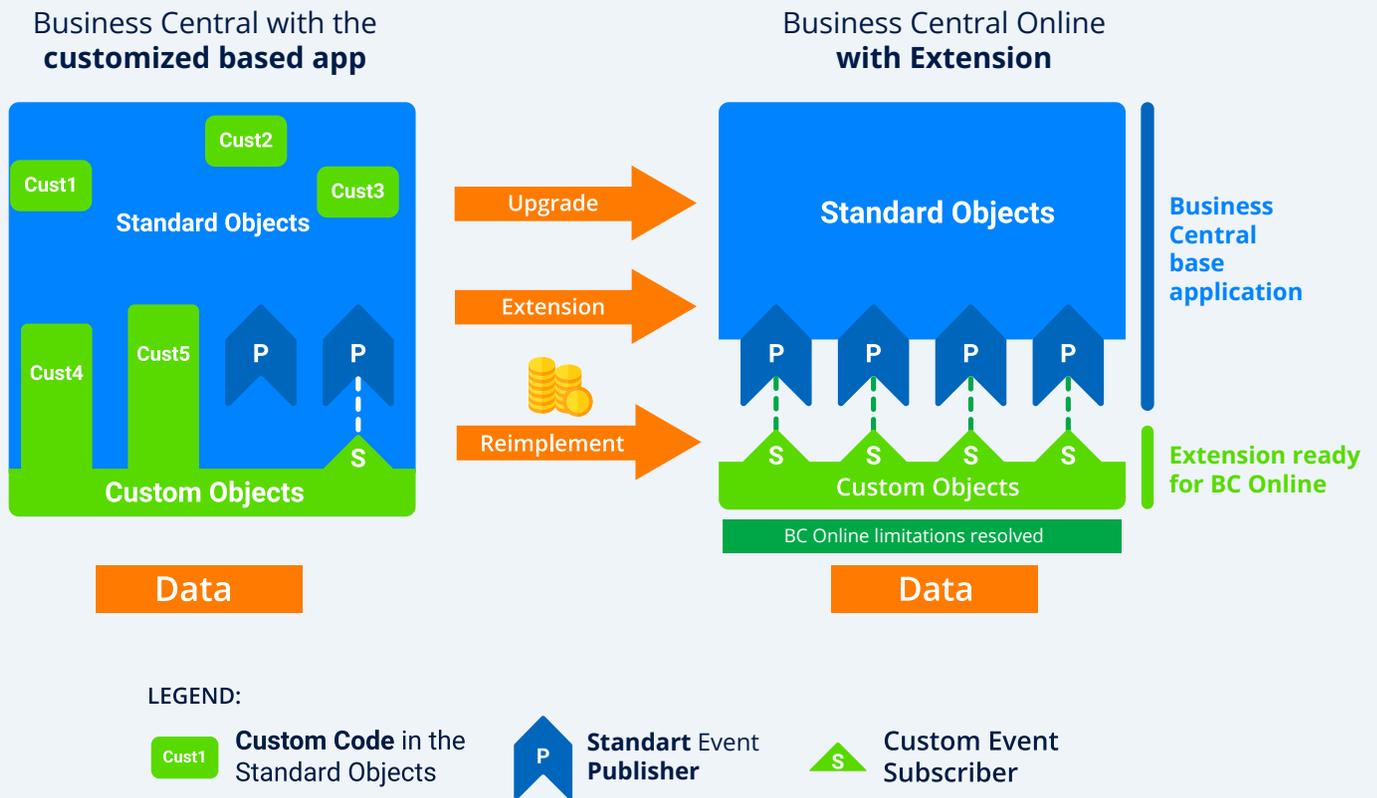
Step 5. Go-live. When the customer and the Microsoft Dynamics Partner test everything and agree on a go-live date, the live data migration can be performed. This includes Intelligent Cloud sync. After this step, the customer can start using the Business Central online solution.

¹Extensions allow customization of the Business Central application without modifying the original objects. Extensions allow for installation, upgrade, and uninstall functionalities in SaaS deployments. Customers can easily add or remove functionality from their solution that upgrades much more easily than past solutions. Extensions support frequent Business Central updates, making upgrades smooth and regular.



RESULT: The customer is live on an online version of Dynamics 365 Business Central with customizations as a per-tenant extension.

The diagram below outlines an example of a Dynamics 365 Business Central solution upgrade to Business Central online that includes the reimplementing of customizations:



Lift & Shift

About the strategy

With the Lift and Shift strategy, the migration to Business Central online happens in two phases over a 1 to 2-year period. During the "Lift" phase, the solution is moved to Microsoft Dynamics 365 Business Central on-premises. After Microsoft releases product improvements, the "Shift" phase can then be initiated. During the "Shift" phase, the solution is moved to Business Central online deployment, smoothly resolving limitations along the way.



When to choose it

This is an ideal strategy for larger and more complex solutions that are ready to transition to Business Central online but are experiencing one or more of the technical limitations listed below:

- Integrations should be done using Web services.
- Time-consuming technological re-implementations.
- Budget availability for the full extension.

We'll review each of these in detail throughout this chapter.

Integrations should be done using Web services

While on-premises integrations are done directly by writing queries to the Business Central database, on Business Central online they are done using Web services. Microsoft Dynamics provides Web services to make it easy for other systems to integrate with Dynamics Business Central. However, not every third-party software is compatible with Web services. It is important to evaluate whether there is a demand to integrate with it.

Technological considerations and constraints

When transitioning to Business Central online, there are a number of technical considerations to be looked at to ensure that it meets the customers' expectations and business needs. Any technological constraints can be reimplemented, which can be a very expensive and time-consuming process. Currently, the main technological constraints are as follows:

Database management

- Access to the database is not available in Business Central online extensions.
- Direct access to server resources is not available in Business Central online extensions. Check for the declaration of record variables with subtype "Drive", "File", "Printer", "Database", "SID - Account ID", and "Server Instance".
- Object import and export are not supported in Business Central online extensions. Check for the calls of system methods OBJ IMP and OBJ EXP in custom code.
- Management of user passwords is not supported in Business Central online extensions. Check for the occurrence of database method CHANGE PWD and SETPWD.



Direct access to Business Central system layer (system tables and functions)

- Access is restricted to Business Central online security tables.
- Direct access to media tables is restricted for Business Central online extensions.
- Direct access to debug tables is not available in Business Central online extensions.
- Reference to application-level system tables is restricted for Business Central online extensions.
- Reference to Web service management is restricted for Business Central online extensions.
- Access to NAV app tables is restricted for Business Central online extensions.
- Reference to object tables is restricted for Business Central online.

Direct manipulation of files

- Only stream file operations are allowed for Business Central online extensions. Check for direct file manipulation methods (ERASE, RENAME, COPY, GETSTAMP, SETSTAMP, EXISTS, UPLOAD, DOWNLOAD), and methods for saving the results of an object directly to file (SaveAsXml, SaveAsCsv, SaveAsHtml, SaveAsPDF, SaveAsWord, SaveAsExcel).

Restriction of .NET usage

- .NET variables are not supported for Business Central online extensions. Check for custom variables with a type of .NET.

Budget availability for the full extension

The price to upgrade to Business Central online is dependent upon extension compatibility with SaaS. When you have a customization in a standard NAV/Business Central object, it needs to be moved to custom Codeunits using events technology. However, for significantly customized solutions, there is usually quite a lot of code that is not possible to move because the necessary Microsoft standard event publisher (extensibility point) does not exist.

When upgrading to Business Central online in one step, you have to redesign and reimplement all of these customizations using standard event publishers with their current limited availability. When upgrading to the Business Central online, this type of reimplementation is the most time consuming and has the biggest impact on reimplementation efforts and therefore the price.



To reduce the cost of upgrading, you can request Microsoft to add standard event publishers (extensibility points) in the places in which the solution still has customizations. Microsoft releases standard event publishers with each minor and major release and when a request is submitted there might be a waiting period of 1 to 6 months. When Microsoft implements the requests, the code can be simply moved out to custom Codeunit instead of having to do complex reimplementing work. To understand the difference in pricing, you can compare the time it takes to move customization to the existing standard event and the time it takes to reimplement customization. To move customization to the existing standard event takes approximately 5 to 10 minutes, while reimplementing customization without having a standard event publisher can take more than 10 hours of work.

The process

“Lift”: migrate customizations and data to on-premises

You can “Lift” to the newest Business Central on-premises version any time without any of the above-mentioned limitations. Since the release of Business Central 2019 wave 2, customizations need to be converted to Visual Studio code AL language. This can be achieved using the tools provided by Microsoft. However, not everything is fully automated, and manual work is required to complete the conversion.

Luckily, any investment you make moving to Business Central on-premises will count as an investment towards moving to Business Central online, because upgrading to the newest Business Central on-premises version is required, whether you migrate to Business Central online in one go or use the Lift and Shift strategy.

When migrating customizations and data to Business Central on-premises during the “Lift” phase, the upgrade process is as follows:

Step 1. Cleanup of the solution. Investigate and determine which customizations need to be removed and which ones need to be kept.

Step 2. Upgrade to the newest Business Central version. After determining what customizations to keep, execute the upgrade (including objects upgrade, data migration, reports upgrade, and transformation to Web Client) to get to the latest version of Dynamics 365 Business Central.

Step 3. Create an extension. Execute preparation work for migrating customizations to extensions and Business Central online by moving code customizations into events using the standard event publishers in Microsoft Dynamics 365 Business Central. For the customizations that are left in the standard code, request that Microsoft create standard event publishers so that these can be utilized in the second, “Shift”, phase of the project.



Step 4. Set up a testing environment. After doing the test data migration, create a testing environment for the Partner and customer to execute all testing.

Test data migration happens in two phases; therefore, the benefits of Business Central online are delayed, and on-premises infrastructure renewal is required. To resolve this, host the Business Central on-premises solution on Microsoft Azure.

One of our main benefits of our Self-Provisioning service is that we have experience and knowledge of upgrading older versions of Dynamics NAV to Dynamics Business Central. This means that we have expertise with both Dynamics 365 Business Central and the Cloud. The latest Microsoft Azure technology trends are always available on our Self-Provisioning platform, so you can be confident in meeting your customers' demands when you deploy Dynamics NAV/Dynamics 365 Business Central on Azure with our service.

Why choose the Self-Provisioning Platform?

Companial Self-Provisioning for NAV/Business Central on Azure combined with Companial additional offerings provides Partners with the following benefits:

- **5-in-1 solution:** Microsoft Dynamics NAV/BC, Microsoft Azure, SQL, Office 365, and upgrade services are all integrated into a single solution to deliver to your customers.
- **Hassle-free setup:** Companial provisions on Microsoft Azure, freeing Microsoft Dynamics NAV/BC Partners to focus solely on their customers. Companial's Self-Provisioning platform is fully automated, simple and can be used by non-technical people.
- **Affordable ERP:** Partners can move their sales discussions from capital investment to a predictable low monthly OPEX cost.
- **Maintenance and support:** Companial provides full 24/7 support for Microsoft Dynamics Partners, who choose to host customers' solutions on Microsoft Azure with our Self-Provisioning Platform. This also covers support for infrastructure maintenance, monitoring, patching, security monitoring, and backups.
- **Security:** Companial runs constant improvements to keep security to the highest standard. Companial's ISMS of Self-Provisioning is ISO27001 Certified.
- **Endless scalability:** The solutions scale easily - a few clicks are all it takes to add more end users.



- **Full Partner control:** The Partner remains the single point of contact for customers.
- **Geographical reach:** Microsoft Dynamics Partners can provision on data centers in North America, Europe, Asia, and Australia.
- **Pricing:** Our pricing is predictable and offered on a subscription basis, with a fixed rate per user per month, starting at 22 Eur.

Real-life challenges solved with hosted NAV/BC on Azure:

- Interim step before migrating to SaaS (if cannot upgrade)
- Localization not available for SaaS
- Partner solution (add-on) not ready for SaaS
- Extensive modifications needed
- Database size
- Cannot keep to the frequent upgrade schedule
- Integrations requirements
- Backups flexibility
- VPN requirements
- Not satisfied with SaaS
- End-of-life of existing servers

Step 5. Go-live. When the customer and Partner test everything and agree on a go-live date, the live data migration can be performed, after which the customer can start using the Business Central on-premises solution.

“Shift”: upgrade solution to Business Central online

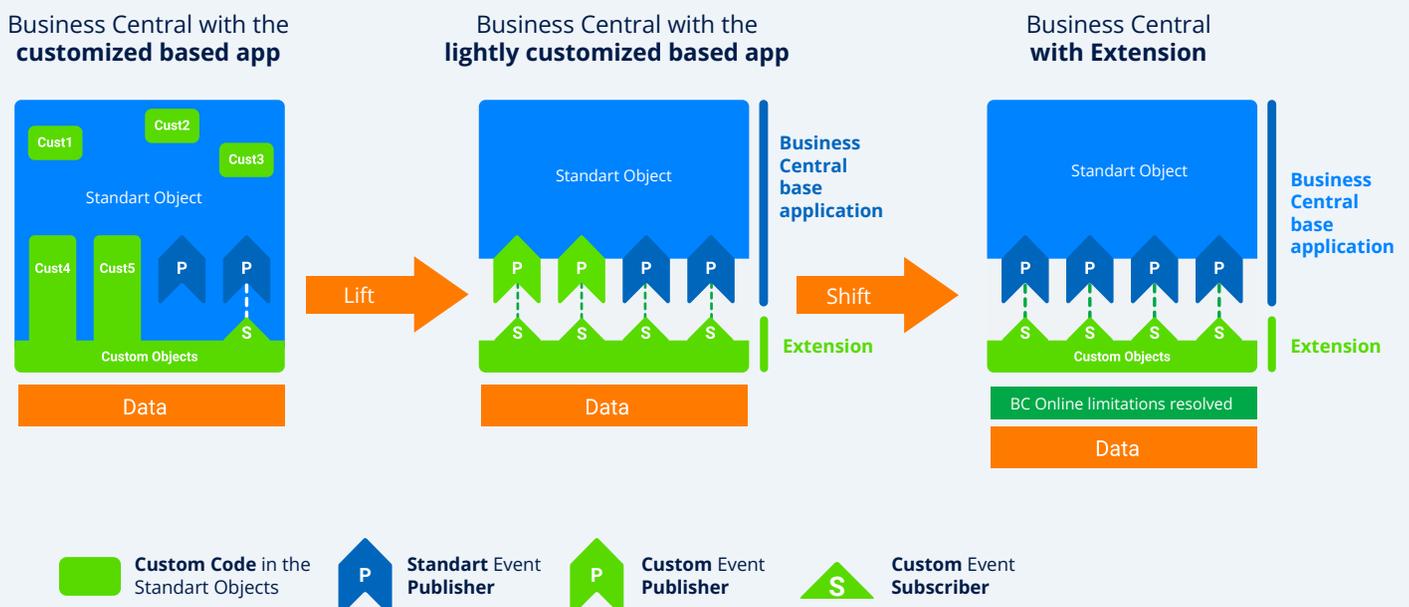
When using the Lift and Shift strategy, during the “Shift” phase, once you request standard event publishers from Microsoft, check GitHub to see whether Microsoft has approved the request and wait no longer than 1 or 2 major Business Central releases before proceeding further. With other limitations submitted on the Business Central ideas page, it is recommended to wait around 1–2 years. It is important to ensure that the gap between the “Lift” and “Shift” phase is no longer than 1–2 years.



When everything is ready for the second “Shift” phase, the upgrade process is as follows:

- **Step 1. Upgrade.** Execute upgrade tasks (object merge and data migration) to get to the latest version of Dynamics 365 Business Central.
- **Step 2. Create an extension.** Move the remaining code to the events that Microsoft has added and execute the remaining work to create an extension out of all customizations.
- **Step 3. Reimplementation.** Review all customizations that were not moved from the standard code and the limitations of Business Central online to decide how best to reimplement these conflicts.
- **Step 4. Set up a testing environment on Business Central online.** Install the created per-tenant extension, migrate data using Intelligent Cloud Sync and test business processes.
- **Step 5. Go-live.** When the customer and the Microsoft Dynamics Partner test everything and agree on a go-live date, the live data migration can be performed, which includes Intelligent Cloud Sync, after which the customer can start using the Business Central online solution.

An example of a customized Dynamics 365 Business Central ‘Lift and Shift’ upgrade is displayed in the picture below:





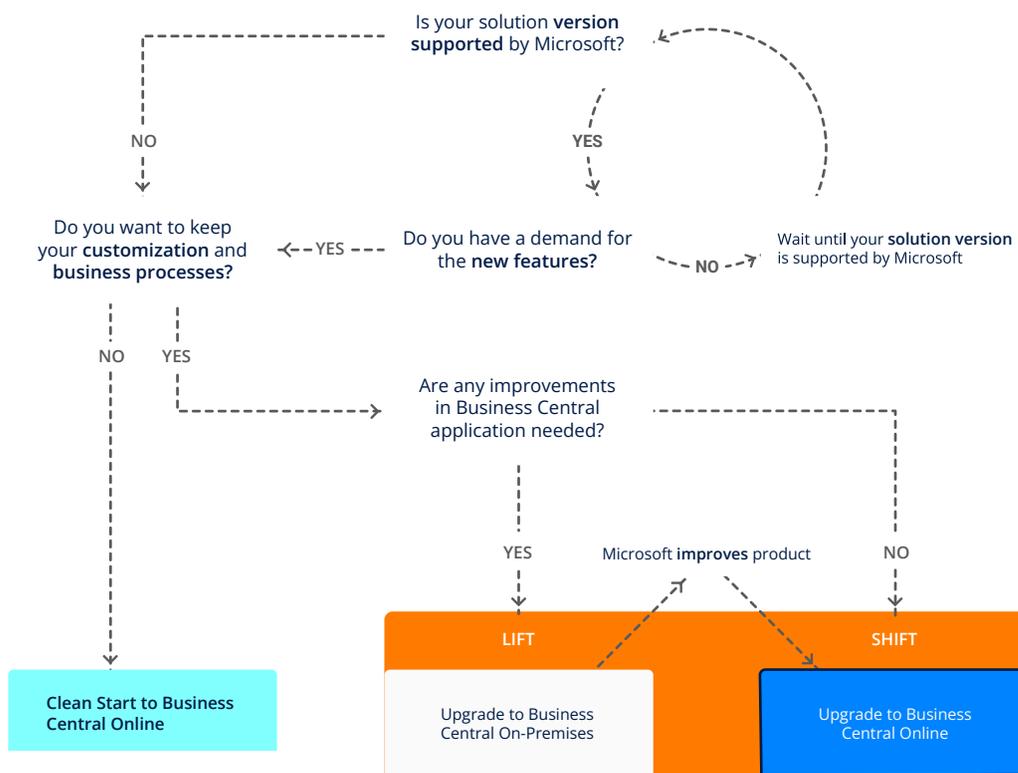
A comparison of an upgrade to Business Central online strategies

Strategy	When is it relevant?	What is moved?	Pros	Cons
Clean Start to Business Central online	Very outdated solution with no direct upgrade path. A large percentage of customizations are not used or have been replaced by standard functionality.	Upgrades all data to the latest version (including custom tables) but does not include any customizations (these would have to be designed and developed from scratch).	Delivers new implementation with all historic data and design with new technologies in mind. No unused customizations, therefore, easier future upgrades.	<p>If the majority of old customizations are required, the project will take longer and cost more, because:</p> <ul style="list-style-type: none">• Upgrading functionality takes less time than developing it from scratch.• Additional consultant and customer effort will be needed to analyze and document all requirements.• Newly implemented functionality has the risk of not fitting needs and will take effort to stabilize. <p>It also means a waste of initial investment in customizations.</p>
Upgrade to Business Central online	Small and medium-sized solutions that want to keep customizations and have no or few constraints to go to Business Central online.	Brings all or selected customizations and data forward to the latest version in one step.	The faster way to achieve Business Central online benefits and keep all existing functionality compared to re-development of the functionalities from scratch.	Resolving SaaS-related technological constraints may significantly increase costs.
Lift and Shift to Business Central Online	Large and complex solutions that experience technological constraints to transition to Business Central online.	Brings all data and customizations forward as extensions in two phases.	Reduced transition risk. Ability to leverage and influence standard product development reduces transition costs.	Migration happens in two phases; therefore, Business Central online benefits are delayed, and on-premises infrastructure renewal is required.



Choosing the best strategy to upgrade to Dynamics 365 Business Central online

Once you know which upgrade to Business Central online strategy fits your business situation best, it is easy to make a choice and proceed with the execution. To help you make the right choice, we highlighted the key factors that you should consider when choosing the upgrade to Business Central online strategy. These considerations are visualized in the flowchart below and reviewed in detail throughout this document aiming to facilitate the decision-making process.



Is your solution version supported by Microsoft?

The first question to ask when considering the upgrade to Business Central online strategy is whether your solution version is supported by Microsoft. Knowing key dates in the Microsoft support lifecycle helps to make informed decisions about when to upgrade or make other changes to your software. It helps to maximize the management of your IT investments and strategically plan for a successful IT future.



What can the end of support mean for customers?

When a Microsoft Dynamics NAV/Business Central solution is supported by Microsoft, it receives incident support and can benefit from new features, security, and non-security updates. When a solution moves out of support, there is no possibility to request any design changes, warranty support, or new features anymore. For example, when the General Data Protection Regulation (GDPR) was established, Microsoft released update packages for all products that had existing support.

On the contrary, if the solution is no longer supported, customers must pay for the full cost of the required programming work themselves, in order to adapt to the newly applied changes. In addition to this, customers using solutions that are no longer supported will not receive any security updates to the core ERP, which makes businesses vulnerable to catastrophic system downtime and/or failure.

Not upgrading to the latest versions of Dynamics NAV/Business Central means that you are missing out and cannot take advantage of numerous functionality improvements and useful features.

Support policies

The Dynamics NAV/ Business Central support policies are as follows:

- **Mainstream Support** – the product is receiving incident support, new features, security updates, and non-security updates.
- **Extended Support** – the product is receiving security updates once warranty claims end and Microsoft is no longer accepting requests for new features or design changes.
- **Beyond Extended Support** – no updates of any kind.

Until the Dynamics 365 Business Central 2019 wave 2 release, Dynamics NAV/Business Central had a fixed support lifecycle policy that includes 5 years of mainstream support, followed by extended support.



Modern Lifecycle Policy

Starting from the Dynamics 365 Business Central 2019 wave 2 release, an updated software lifecycle policy has been established, named the **Modern Lifecycle Policy**. For products governed by the Modern Lifecycle Policy, Microsoft will provide a minimum of 12 months' notification prior to ending support if no successor product or service is offered, excluding free services or preview releases. Products with existing lifecycle policies will continue to be supported according to the published end-of-support dates, as shown below.



How long is your NAV/Business Central version supported?

In 2023, all Dynamics NAV versions become unsupported. On January 10th, 2023, Microsoft ends the mainstream support for Dynamics NAV 2018 (no more service packs or updates). Since this date, only the most recent Business Central version continues to be supported. [Click here](#) to find out more information about support and servicing timelines and required updates.

Conclusion

If your Dynamics NAV/Business Central version is supported by Microsoft, you may consider postponing the upgrade, though it might be appropriate to time your upgrade so that it is successfully completed before the product version becomes unsupported.



New Features of Dynamics 365 Business Central

With continuous Microsoft product improvements, you may consider an upgrade in order to benefit from having access to more advanced technology and new features. Below you can find the new key features that became available with the latest Microsoft Dynamics 365 Business Central release.

Dynamics 365 Business Central 2022 wave 2 release update

With the 2022 wave 2 release, Dynamics 365 Business Central brings improvements across different areas helping users get onboarded, improving tooltips to help new and existing users, continuing geographic expansion, and improving performance and usability by making it easier to navigate menus. To help users be more productive, Business Central automation is enhanced with Power Automate. Additional updates in 2022 release wave 2 include:

- **Service:** No matter the industry type of a small or mid-sized business, business users can rely on dependable service and platform that they can run their business on.
- **Administration:** Business Central delivers a set of features for better and improved communication about environment health.
- **Application:** The application is improved to support integration with Shopify. The finance and supply chain capabilities in Business Central are improved with several optimizations and enhancements so that users can run their business processes more efficiently.
- **Microsoft 365:** The efficiency of collaborative business processes in Microsoft Teams has been improved. Users can pin cards inside Teams, and delegated admins can now use the Excel add-in.
- **Country and regional:** Business Central is now generally available in over 100 countries and regions worldwide.
- **Onboarding:** From now on, organizations can get to productive usage faster because it's easier to discover and install apps.
- **Development tools:** Business Central has moved entirely to Visual Studio Code where continuous investments are made in areas that enhance productivity for developers.
- **Power Platform:** more efficient automation with Power Automate has been made so that users can set up workflows for the specific needs of their organization.



To find out more about the Business Central 2022 wave 2 release, check out [Microsoft notes](#).

Keeping Your Customizations and Business Processes

Even though a significant investment is usually made into building new custom functionalities, it might be worth taking a closer look and re-evaluating their relevance. The customizations may become no longer relevant for several reasons, such as:

- **The company wants to get closer to a standard Business Central solution.** When Microsoft releases new versions, the standard Business Central online solution is upgraded automatically. Customizations and extensions, though, have to be upgraded manually which can become expensive. Therefore, by getting closer to a standard, companies eliminate the challenge of upgrading customizations and the costs that go along with it.
- **Many outdated customizations can be replaced by standard Dynamics 365 Business Central functionality.**
- **Business processes change and some older processes might not be in place anymore.** Because of that, the customizations that were initially created based on the older processes become no longer relevant.
- **The company does not know what customizations they have and what they need.** In such a case, the company needs to re-evaluate the customizations and see if they still need the functionality that was originally developed in the customization. To re-evaluate, use the newest version of the standard Business Central solution and check whether this functionality is enough for your business processes or if you need additional functionality on top of the existing one. If you need additional functionality, check if it can be acquired by purchasing an independent solution through Microsoft AppSource.
- **The outdated solution version doesn't have a straightforward upgrade path.** Many Microsoft Dynamics partners and their customers that are on severely outdated Microsoft Dynamics NAV versions do not see a viable means of getting their solution up to date and back on track. This happens because the upgrade becomes too complex and too expensive.

If the upgrade becomes too complex and risky, and you are ready to move forward without bringing customizations, you should choose the 'Clean Start to Business Central online' strategy.



What Improvements in Microsoft Dynamics 365 Business Central Are Needed?

Moving standard code customizations to custom objects is the most time-consuming part of the transition to the extension process because not all standard event publishers might be available in Business Central. Because of that, re-implementing old functionalities with currently available standard event publishers may become too costly.

If that is the case, you can consider the other option: build custom event publishers for not yet available standard event publishers. Using custom event publishers, you need to move out all customizations to custom objects. The only customizations left in standard objects should be custom event publishers.

Then, request Microsoft (<https://github.com/Microsoft/ALAppExtensions>) to create standard event publishers in the places where you have created custom event publishers. When the requests are submitted on [GitHub](#), you should wait 1 – 6 months until Microsoft reviews each query and marks it as approved or rejected. The requests that Microsoft approves are usually released in the future major or minor Business Central releases. If Microsoft rejects the request, you should do a reimplementation instead of using standard event publishers.

Other improvements in the Microsoft Dynamics 365 Business Central application

The improvements required in the Microsoft Dynamics 365 Business Central application not only involve code customizations, but also user interface or .NET limitations. To solve them, submit your requests on the Dynamics 365 Business Central ideas [page](#) and let the Microsoft community vote for ideas they find helpful. The ideas that get a substantial number of votes can be implemented by Microsoft. To implement, it might take longer than one major release. The Dynamics 365 Business Central ideas page was released during the Directions EMEA event in October 2018 and the first 10 most popular requests were implemented within a year.



Upgrade to Business Central Online Assessment

Upgrading to Business Central online can be a daunting task for Microsoft Dynamics Partners and customers. Partners need to be adequately equipped to explain individually to each customer the steps required when transitioning a solution to an extension, all while convincing the customer it is worth the effort.

To make it easier to move C/AL solution to Business Central online, Companial offers Microsoft Dynamics Partners a fixed price proposal for all 3 upgrade to Business Central online options using Upgrade Analyzer.

Free of charge

[Companial's Upgrade Analyzer](#) is an automated online service that analyzes the NAV/ Business Central solution (.fob file) and in 5 business days provides the fixed price proposal for all possible upgrade paths, allowing you to review the included service components, and to compare the outcomes and investment needed.

- **Save time** on analyzing technical upgrade options.
- **Compare** easy-to-understand technical upgrade options and the investment needed.
- **Understand** the economic impact of all these choices with the online pricing configurator.
- **Minimize the risk** while budgeting upgrade costs for your customers with a fixed price.
- **Create a detailed plan** of the next steps.

Companial delivers Business Central online upgrades for Microsoft Dynamics solutions using standardized processes to ensure quality, consistency, and successful project delivery. All upgrades include a 3-month warranty.



About Companial

Companial is the largest and fastest-growing international network of Microsoft Dynamics Partners. Companial supports its Dynamics Partners – Resellers, System Integrators, Service Providers, and Independent Software Vendors – with business and technical services aimed at growing revenue, lowering costs, and improving customer satisfaction. Companial is an official SMB ERP Distributor; Indirect CSP Provider for Microsoft; a Microsoft ISV Development Center; and Gold Certified in Enterprise Resource Planning, Application Development and Cloud Platform. Companial's high-quality Microsoft Dynamics 365 upgrade, development, and migration services, together with its leading Microsoft Azure managed hosting service, help Microsoft Partners offer better business value to their customers when delivering solutions on-premises and/or in the cloud. Companial is currently delivering and supporting over 1000 Dynamics Partners in more than 40 countries worldwide.

**Have questions or need more information? Please contact
Companial in your country or our [global office](#).**