

Sage to Dynamics 365 Finance & Operations

Our Client is engaged in the development, production, marketing and distribution of consumer karaoke audio equipment, toy products, licensed products, accessories, music, and audio consumer electronic products. It contracts the manufacturing of all their electronic equipment products with factories located in China. It has also collaborated with a music content service provider that allows the Company to offer karaoke downloads, and streaming subscription services. This collaboration provides the Company with a distribution platform for digital music sales and subscriptions and furthermore it opens the Company's music sales to customers who purchase its competitors' karaoke machines as well. The capabilities of the Company's music distribution system include the ability to download or stream selections from this content library, creating the opportunity to open new revenue sources through the sale of subscriptions.

The overall objective of the client is to create an efficient platform for the world-wide marketing and distribution of home entertainment-based consumer electronics. The Company will also seek new revenue opportunities through hardware-based music content delivery and the creation of a community-based entertainment platform. The Company intends to leverage their valuable customer base and strong relationships with our factories to achieve organic growth initiatives

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Learn More:

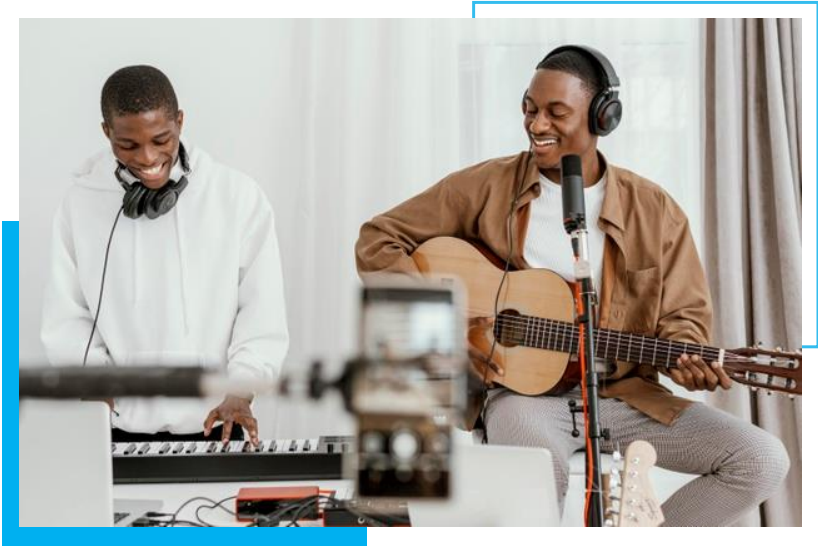
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Challenges

Our client was using SAGE ERP and wished to embark on a digital transformation journey with Microsoft Dynamics 365 Finance and Operations and Customer Engagement. The major pain areas were



Finance

- ❑ They were able to maintain multiple entities, but consolidation was an issue
- ❑ Reports for Banks were done manually, automation was expected
- ❑ Effective Costing system
- ❑ Budgeting through ERP
- ❑ Fixed Assets Management through ERP



Sales & Procurement

- ❑ Vendor Collaboration
- ❑ Procurement planning - Use of Master Planning
- ❑ Item Pricing based on customer segment to avoid manual price maintenance
- ❑ Role based dashboard to avoid excel reporting
- ❑ Order integration - Seamless integration through EDI with approval



Warehouse

- ❑ Customer Collaboration
- ❑ Stock Management - Cycle counting, physical stock taking
- ❑ Lot and Serial tracking
- ❑ Space Management

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Solutions

Korcomptenz conducted an initial understating study and recommended to implement Dynamics 365 Finance and Operations along with Customer Engagement. The Dynamics 365 Finance & Operations implementation covered the following modules to take care of all the pain areas of the current system and many of the items in the client's wish list



- ❑ Finance - General Ledger, Accounts Receivable, and Accounts Payable
- ❑ Budgeting, Cash Management and Fixed Assets
- ❑ Product Information Management
- ❑ Demand Forecasting, Procurement Planning, and Management
- ❑ Advanced Warehousing and Inventory Management
- ❑ Sales

Enhancement

Microsoft Dynamics 365 Finance and Operations helps organizations manage complex financial structures, expand globally, and automate extensive business processes across departments and locations. Following enhancements were done to meet the requirements of the smooth business operation at various departments.



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Finance

- Enhanced Vendor payment workflow
- Built a utility function for importing General journal from excel
- Automated emailing of invoices to customers on posting
- Automated posting of invoices and sales returns
- Built a new functionality to import payments and deductions from customers
- Built custom dashboard for controller



Sales

- Seamless interface with eCommerce platform for import of orders as well as update of tracking info and fulfilment
- Built utility functions to import sales orders from multiple formats
- Automated sales agreement creation
- Built custom dashboard for Sales manager
- Built a new functionality to derive the sales and cost price from customer history for sales return transactions
- Seamless interface with CRM to integrate customer, quotes, demand forecast, sales agreements and Co-op programs



Warehouse

- Integration with a shipping /parcel service
- Built a utility for importing stock quantities from excel
- Facilitated warehouse operations by simplifying posting and printing tasks - Picklist, packing slip etc.
- Facilitated update of data to multiple documents from a single entry
- Facilitated moving reserved stock among orders in a single user interface
- Seamless integration with labelling application
- Built a new functionality to track tooling assets amortization by linking with items and purchase order quantities

Results

Korcomptenz implemented Dynamics 365 Finance and Operations along with Dynamics 365 Customer Engagement application which provided a solution to the organization's process bottlenecks and provided many additional features which helped them to automate the required processes and to manage their business process with greater efficiency.

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