

# Global Automotive Parts Distributor Boosts Productivity and Customer Service With Robust ERP Implementation

Global distributor leverages enVista and Microsoft Dynamics 365 for key ERP capabilities, critical support and expert service



Because enterprise resource planning (ERP) migrations touch nearly every part of an organization, the care in which they are implemented and launched is as crucial as the underlying technology. Even a powerful and broad ERP solution like Microsoft Dynamics 365 (D365) requires an experienced team to properly align the people, processes and technologies needed to support the business. Without a systematic, proven approach, ERP implementation projects can lead to misaligned capabilities that will hinder daily progress as complex projects quickly get derailed.

#### THE COMPANY

The client is a leading global automotive and industrial replacement parts distributor with tens of thousands of locations throughout North America, Europe and the Asian Pacific. With a focus on the distribution of automotive replacement parts, industrial replacement parts, office products and electrical/electronic materials, the company serves hundreds of thousands of customers worldwide.

#### THE OPPORTUNITY

To support its growth, boost productivity and customer service, the global automotive parts distributor wanted to migrate its ERP from Microsoft Dynamics AX to Microsoft Dynamics 365. However, the original system integrator hired to assist in the migration was unable to meet the client's expectations to build a robust migration project on time and budget.


#### ENVISTA'S SOLUTION

The distributor turned to enVista to replace its original system integrator because of enVista's proven ability to quickly, systematically and effectively build the ERP capabilities needed to support the business. As a Microsoft Gold Partner across all three Microsoft clouds, enVista collaborated with the client to quickly triage, prioritize and deliver through an authentic and collaborative partnership to exceed the results the client sanctioned.

Using enVista's cornerstone enABLE® methodology, enVista revived the first ERP implementation to maximize the power of the distributor's information technology investment. Because enVista's capabilities extend beyond system integration to deep industry expertise, the client was able to incorporate industry leading practices that are well-leveraged by its employees and optimized for its growth plans.

enVista's defined holistic methodology – paired with the team's functional capabilities and superior project management skills – drove optimal results for this valued client. End-to-end services included:

- A skillful audit, gap analysis and requirements definition to fill operational holes
- Cost-effective integrations with third-party warehouse management, Oracle financial solutions, customer relationship management and other third-party solutions
- An arsenal of dynamic operating processes via D365 tools so the department could later expand with ease
- A direct Microsoft relationship enabling the internal team to easily access additional information and support

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- A productive change management strategy that gave stakeholders a meaningful way to contribute and adapt
  - Potent, custom evergreen training so the department could move past tribal knowledge with agility

### THE RESULTS

Going well beyond an on-time and on-budget implementation, the initial go-live earned enVista a long-term position as a fundamental Microsoft technology partner. The global retail and industrial parts provider not only adopted our proven methodology, it continued to partner with enVista to implement D365 in their other divisions.

enVista also provides 24/7 managed services and support as the distributor's full-time partner for D365 questions, help desk ticket issues and comprehensive Microsoft support. This on-going partnership was founded on enVista's ability to help the client:

- Quickly stabilize daily operations
- Leverage and optimize its ERP investment
- Create efficient day-to-day business processes
- Develop accurate and detailed reports
- Generate cross-division and-function communication and collaboration
- Onboard new and existing users with speed
- Improve user functionality





- Eliminate tribal limits through brand and department-specific training content
- Access real-time, 24/7 Microsoft support
- Increase its marketplace agility and competitive advantage

Finally, these the client organizations can now fully leverage the benefits of D365, including:

- Everyday productivity

- Ease of use
- Integration with Microsoft products
- Nimble ability to scale
- Modernized ERP speed and value
- Enhanced customer service
- Shorter customer journeys, and its many other ERP and customer relationship management tools and functions



**Let's have a conversation.**<sup>TM</sup>

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