

On-premise,
customized
solution
built for 4
European
sites.



Case Study

Microsoft Dynamics 365 Customization

The Challenge

Our client was facing several challenges as they embarked on a large initiative to implement Microsoft Dynamics™ 365 software. First, the scope of the project encompassed multiple locations in Europe where the implementation would need to take place, starting with four sites in Germany and Switzerland. In addition, to meet the needs of the client, the system had to be built on premise and updated with add-on, industry-specific tools. Finally, the client's existing partner was unable to respond within the required time frame.

The Solution

The client needed resources across all modules and roles to support the German and Swiss implementations, and Oxford Global Resources was able to effectively work with the client to help fill those roles. Over a period of 22 months – from scoping and blueprint, to early go-lives, and into continued deployment – we partnered with the client to develop a plan and ensure each step of the project was appropriately managed. Our Senior Program and Project Managers partnered with internal IT Directors to guide the project, while our Senior Solution Architects worked with the business team to gather requirements and design internal templates. From there, we placed Senior Dynamics 365 Developers and Senior Microsoft BI Architects at the 4 client sites to guide the project and assist with implementation. Our consultants' expertise in project planning and coordination, solution design and customization, development, technical support, reporting specifications, and business processes were of critical value to the success of the project.

Our consultants provided unmatched levels of knowledge about the Microsoft Dynamics 365 system.

The Result

Our consultants had deep knowledge of the Microsoft Dynamics 365 system, which enabled our client to increase efficiency and improve their processes as was their goal. After the successful go-lives at the German and Swiss sites, we have continued to support the client with their ongoing rollout of Microsoft Dynamics 365 across their remaining European sites.

INDUSTRY

Information
Technology

SERVICES

Implementation

Customization

Go-Live Support

SKILLS

Microsoft
Dynamics 365

Project Management
Solution

Architecture

Development

Technical Support

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