

\$35M Industrial Equipment Manufacturer Eliminates Operational Downtime with AX Upgrades



The Challenge:

A global manufacturer of hydraulic agricultural equipment was unhappy with service and counsel from their IT provider.

The company's operations were running on an outdated version of Microsoft Dynamics AX 2012 R2. The executive team determined it was time to migrate information to the cloud instead of continuing to utilize an expensive, inflexible and dated on-premise solution.

The legacy AX infrastructure was presenting many issues including supply chain management delays and errors due to software deficiencies in printing and email.

Unreliability within the infrastructure also resulted in operational and manufacturing down time. This also contributed to purchasing issues, causing operational expenses to exceed necessary thresholds.

The manufacturer was in a rapid growth mode. Not addressing these challenges was hindering the company's ability to meet customer demand.

The Solution:

CuroGens assessed the immediate needs – those that were impacting the supply chain processes. A one-stop, three phase solution was designed to address the IT challenges and support business growth objectives in a cost effective, and risk-free manner.

Phase 1: Migration to the cloud and ongoing support under a Full Service Maintenance Agreement (FSMA).

Phase 2: Review health of the environment in depth; assess customization conflicts; identify data and process gaps; begin issue resolution.

Phase 3: The CuroGens Dynamics Upgrade Assessment routed the best upgrade path. Phase three focused on the AX 2012 upgrades to R3, ongoing FSMA support, and other tasks as needed.

With the three-phase process, CuroGens ensured the client had the most up to date, cost efficient, secure, reliable and optimized IT infrastructure available in the manufacturing sector.



The Results:

The client reduced operational overhead and increased operational efficiencies. They became more reliable as a company and achieved zero downtime for operational and manufacturing issues. Doing so relieved stress and tension that at one point seemed impossible to solve. Most importantly, the client's IT infrastructure and AX environment has been set up to scale and support continued growth.