



## AEROSPACE LEADER UNLOCKS BUSINESS VALUE WITH MICROSOFT DYNAMICS 365



### Client Background

The customer is based out of the US and has a presence in 20-25 countries across the world. A global leader in aerospace fasteners and consumable supplies, the client is a full-service provider of inventory management solutions for commercial, business jet, and military markets.



### Business Challenges

- The client 's 40-year old system was driving a lack of stability over financial control. The Management Reporter was not fully functional, and as a consequence, writing and recording of journals and posting entries posed significant problems. This in turn, resulted in conflicts during internal and external audits.
- The client was grappling with the absence of a performance check on application and infrastructure. There were application freezes and issues with logistics. Additionally, the lack of a team (could guide or manage the infrastructure) and ill-equipped local teams were unable to handle Cloud level and new age technologies.
- The client was looking for a partner who would facilitate implementation of Microsoft Dynamics 365 for operational activities in its centers across the world.
- Lack of support & enhancement of an Integrated Enterprise Resource Planning system to bolster operational, administrative as well as productivity efficiency aligned with key business objectives
- Major enhancements kept on hold during the go-live due to on hand information and its limitation
- The client has thousands journals to be processed every day. HCL setup the interface between the legacy CARDEX system and AX using AX DIXF framework to automate the same. The process includes,
  - AP Journal(s)
  - AR Journal(s)
  - Cash memo
  - Revenue Journals
  - Exchange rates
  - Concur Expense journals
  - E-Banking integration



## The HCL Solution

- Providing US and EMEA Support for client for their Dynamics ERP instances
- L2 and L3 level of Application Support for 25+ Legal Entities with onsite and offshore teams
- Setting up the Testing and QA environments
- Adoption of Microsoft best practices on code merging, code upgrade, and code review
- Resolving issues with the interfaces using the AX inbuilt AIF
- Global Azure Infrastructure Support with maintenance over 100+ VM
- Successful Pilot rollout for the Dubai legal entity in less than 3 weeks
- Successful implementation of multi-country rollout solution for 16 other entities



## Technology Leveraged

- Windows Server 2012 (OS)
- Microsoft Dynamics AX 2012 R3 (ERP)
- SQL Server 2014 (DB)



## Benefits Delivered by HCL

- Problem resolution, process improvement, and root-cause analysis to prevent incidents from reoccurring
- Tool-box implementation and DNS configuration changes on the Azure infrastructure landscape with AX application to check on performances
- Optimization phase ensuring lean process throughout the support services and value add to the existing business processes
- Action plan on decommissioning the existing systems and accommodating the process inside AX with minimum build in future



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