



# CASE STUDY

## FUTURE READY: UPGRADING TO DYNAMICS 365 BUSINESS CENTRAL

2020

### ABOUT QIXAS GROUP

Qixas Group is one of Microsoft's leading ERP partners in North America. As a Microsoft Gold Partner, the senior consultants at Qixas have 200 years of combined experience with Microsoft Dynamics providing implementations, upgrades, performance tuning, training and support for Microsoft Dynamics 365 Business Central/NAV and Customer Engagement.

Qixas have worked with many businesses across a wide variety of industries, with a keen interest in manufacturing and distribution. Cassandra Colbere, Sr. Project Manager at Qixas indicates that the most enjoyable part of her work involves building out the framework for new projects and being part of a team that brings a project to successful completion. "I enjoy making positive changes that contribute to enhancing a client's life and often makes their work life easier as a result." – she says. Therefore, it goes without saying that after having a conversation with their customer Wabash and reviewing a typical upgrade path, it was very clear that upgrading to Business Central 140 was the right choice to set the customer up for success now and into the future.

# ENLISTING EXTERNAL HELP TO ENSURE A SUCCESSFUL DYNAMICS 365 UPGRADE IMPLEMENTATION

There are 18 people working on the Qixas team, two of which were dedicated to working on the Wabash Project. They needed an upgrade from Microsoft Dynamics NAV 2015 CU7 NA to Dynamics 365 Business Central 140. 1ClickFactory has experience of upgrading Dynamics solutions for over 10 years and has practice performing 650+ successful upgrades. Qixas knew that 1ClickFactory had a lot of experience in this area, plus they had worked with 1ClickFactory in the past, so it was a natural choice for them to partner up for this project to ensure a successful delivery.

The upgrade project included an object upgrade, test data migration tasks and live data migration. This was completed in two stages:

- 1 Stage 1 – upgrade from NAV2016 to NAV2018, since the initial target version for this upgrade was NAV2018.
- 2 Stage 2 – upgrade from NAV2018 to Business Central 140. For the upgrade coming closer to an end, Qixas decided their customer will be more future-ready if they upgraded to the latest version and changed the target version to Business Central 140.

A successful project implementation involves a number of variables and it's no secret that every customer expects their project to be delivered on time, within budget and with the highest quality. Thanks to the strong methodology process, the tried and tested tools that contribute towards making upgrade projects more efficient and the highly experienced Dynamics upgrade professionals on the project team, Qixas had no doubt from the beginning that 1ClickFactory would positively contribute to the success of the upgrade project. "If 1ClickFactory were unavailable to work on this project, it would have greatly added to the project complexity and duration, additional time which the customer didn't have" – shares Cassandra Colbere – "In addition, 1ClickFactory has developed innovative tools that make the whole upgrade process more cost effective for both Qixas and our clients".

1ClickFactory has extensive experience in upgrading Dynamics ERP solutions, working with Azure technology and Dynamics 365 Extensions, so it is pretty common for Dynamics Partners to choose 1ClickFactory based on skillset, toolset and its vast experience with complex Dynamics 365 upgrades. Therefore, it is always pleasant to hear comments relating to other areas of our expertise. For example, Qixas provided positive feedback on other areas of the project, stating that our project management standards are very high, our support is very reliable, and our communication is excellent - even with a time difference, Qixas felt 1ClickFactory was very responsive throughout the entire project.

## WE SPECIALIZE IN COMPLEX DYNAMICS 365 UPGRADE PROJECTS: DON'T WORRY, WE'VE SEEN IT ALL BEFORE!

1ClickFactory is here to help Dynamics Partners that wish to enhance their efficiency and make their lives easier by striving to exceed end-customer satisfaction with upgrade project deliveries.

*"We had a lot of start, stops and adjustments from the customer side throughout the project, and 1ClickFactory were able to accommodate each request and work with us on all the issues and situations that arose to deliver a robust and timely upgrade and a high level of customer satisfaction" – shares Cassandra Colbere – "Having confidence in a partner like 1ClickFactory who has strong methodologies, communication and project management resources makes the whole process of working together seamless, while ensuring we achieve a high level of client satisfaction. Knowing that 1ClickFactory is prepared to work with us to accommodate unexpected changes is extremely important."*



*"I highly recommend 1ClickFactory, they are our number one partner of choice for Dynamics upgrades. It was a pleasure working with such an organized, communicative, knowledgeable and efficient partner in all areas from customer engagement to project management through to the technical team assigned."*

**Cassandra Colbere**  
Sr. Project Manager at Qixas

No matter how complicated an upgrade appears to be, we're here to help! We've seen everything from unique upgrade requests, to change requests along the way, to non-standard project requirements, to clients that are way behind on Dynamics versions, to upgrading to on premises or SaaS and more! We can provide a fixed price proposal and expert help to ensure you, the Dynamics Partner, can provide the best possible solution to your end-customers.

## **REQUEST AN UPGRADE SERVICE TODAY FOR A FREE UPGRADE ANALYSIS**

Contact us at [service@1clickfactory.com](mailto:service@1clickfactory.com) if you have any questions.