



CASE STUDY

ENTRUST YOUR UPGRADES TO DYNAMICS 365 FINANCE AND SUPPLY CHAIN MANAGEMENT TO SAFE HANDS WITH 1CLICKFACTORY!

2021

ABOUT ALNA BUSINESS

Alna Business is a global provider of top-level business management and intelligence solutions as well as maintenance services. For more than two decades, Alna Business' professional IT specialists have successfully completed projects for clients around the world. Alna Business installs, leases, and services globally recognized manufacturers' business management systems such as Microsoft Dynamics 365 Business Central, Microsoft Dynamics 365 Finance and Operations, SAP and Epicor while also developing individual business management system extensions and add-ons according to the specific needs of the business or institutions they are working with.

Alna Business is constantly looking for new opportunities and changes that can help their customers flourish. Given this vision, they chose 1ClickFactory's BestPath Assessment to evaluate their customer's Bite solution and have since returned to work with 1ClickFactory to complete their upgrade to Microsoft Dynamics 365 Finance and Supply Chain Management.

THE VALUE OF THE CUSTOMER: WHY DID ALNA BUSINESS CHOOSE 1CLICKFACTORY TO UPGRADE DYNAMICS AX2012 TO MICROSOFT DYNAMICS 365 FINANCE AND SUPPLY CHAIN MANAGEMENT?

Alna Business began working with Bite in 2003 when the first version of Axapta was launched. *"Bite's team is very strong and they do a lot of work themselves, but when it comes to complicated solutions that require further consultation or resources, they reach out to us and we're always ready to help them,"* shares Giedre Dembickiene, Project manager at Alna Business. Having worked with Bite for more than 17 years, Alna Business is passionate about providing the best possible service to enhance its strong working partnership.

When it came to Alna Business supporting Bite through their upgrade from Dynamics AX2012 to Microsoft Dynamics 365 Finance and Supply Chain Management, they knew that partnering with 1ClickFactory's expert team would allow them to provide a much smoother experience for Bite than they could achieve with their in-house experience alone.

Alna Business knew that choosing a competent Microsoft Dynamics Partner would significantly improve the upgrade experience for their partner. Alna Business was confident that the expert team at 1ClickFactory would have the ability to assess all the risks, overcome these risks and achieve a smooth transition to Microsoft Dynamics 365 Finance and Supply Chain Management.

THE BENEFIT OF STARTING A MICROSOFT DYNAMICS 365 FINANCE & SUPPLY CHAIN MANAGEMENT UPGRADE WITH A BESTPATH ASSESSMENT

Starting with a BestPath Assessment significantly helped Alna Business during the upgrade sales process. According to Giedre, it was *"the best decision as the assessment helped to see the customer's specific solution situation without any assumptions. Everything was based on real facts and numbers."* This allowed Alna Business to clearly see how many complex modifications were required in the customer's Dynamics AX solution.

The 1ClickFactory team was directly involved throughout the sales process, providing total transparency to the customer and creating the opportunity for them to ask all their questions and get instant answers during the BestPath Assessment workshop.

COMMUNICATION IS KEY TO A SUCCESSFUL MICROSOFT DYNAMICS 365 FINANCE & SUPPLY CHAIN MANAGEMENT UPGRADE

The upgrade project was divided into two major parts. The first consisted of 1ClickFactory working alongside the customer in constant communication if any questions or comments arose. The second phase included the intensive work with the customer and the testing phase, involving all three parties. To the delight of all parties involved, the upgrade went smoothly without any critical errors, and the upgrade to Dynamics 365 Finance & Supply Chain Management went live even **earlier than planned!**

Throughout the upgrade process, 1ClickFactory provided Alna Business with weekly reports and had detailed technical discussions to highlight the areas where it was necessary to strengthen competencies. If any specific questions or problems appeared, they were quickly and effectively resolved.

After the upgrade project, the customer was very happy with the results of the upgrade and with all the support that was provided by 1ClickFactory, during the project and beyond. What surprised both Alna Business and Bite the most was the overall atmosphere and communication throughout the project which helped to maintain a good relationship and produce the best results.

Things that elated Alna Business most:



Successful
upgrade project
go-live



Earlier delivery
than originally
planned



Weekly reports
and technical
discussions



1ClickFactory's
knowledge of
Dynamics 365/
Dynamics AX



1ClickFactory's
BestPath
Assessment

WHAT BENEFITS DID ALNA BUSINESS EXPERIENCE WORKING WITH 1CLICKFACTORY?

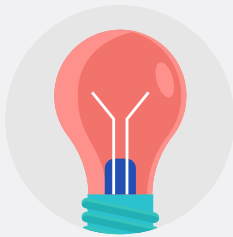
Alna Business was most impressed with the “professionalism and experience that the Microsoft Dynamics 365 Finance & Supply Chain Management team at 1ClickFactory has as well as the project management and communication that exceeded any expectations due to 1ClickFactory’s proactive response to all the questions and problems.” 1ClickFactory’s knowledge and resources were used perfectly to excel beyond the expectations set for the project.

Before you begin an upgrade project to Dynamics 365 Finance & Supply Chain Management, it’s essential to understand the scope of the modifications and changes. Every situation is different and requires a detailed analysis at the start. Alna Business recommends starting with 1ClickFactory’s BestPath Assessment as it helps to shine a light on your individual situation, providing visibility into whether you should upgrade to the new Dynamics 365 Finance & Supply Chain Management or not.

“On behalf of Alna Business, I can say that we would strongly recommend working with 1ClickFactory on future upgrade projects. The attitude, responsibility, involvement, striving to achieve results, and delivery speed of the Dynamics 365 Finance & Supply Chain Management team contributed enormously to the successful upgrade implementation!”

- Giedre Dembickiene, Project Manager at Alna Business

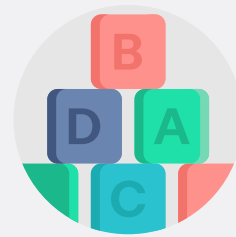
Key benefits of working with 1ClickFactory



High professionalism and experience



Quality project management and communication



Excellent problem solving



A knowledgeable and helpful partner



Great delivery speed

ARE YOU ALSO IN SEARCH OF HOW TO MOVE YOUR CUSTOMER'S SOLUTION TO THE DYNAMICS 365 FINANCE AND SUPPLY CHAIN MANAGEMENT?

Get in touch with your local **1ClickFactory**
representative today!

Click here to watch the video presenting our services
that will help your customer's transition go smoothly
from the very beginning!