AX 2009 Upgrade vs Re-implementation: How Bitė Lietuva Made an Informed Decision with a BestPath Assessment

Situation

Bitė Lietuva, a large telecommunications and Internet provider in Lithuania, were on the Microsoft Dynamics AX 2009 version, with some of its subsidiaries on AX 2012. They desired systems that allowed them to work effectively and quickly in order to create smart solutions for their customers.

Challenges

Alna Business, a global provider of Enterprise Resource Planning (ERP) solutions and business management systems, specializing in implementing and maintaining Microsoft Dynamics, SAP, and Epicor enterprise resource planning solutions, was chosen to manage Bite Lietuva's complex Dynamics AX 2009 upgrade and needed expert assistance to avoid taking unnecessary risks while ensuring the most efficient upgrade approach.

Alna Business asked 1ClickFactory to assist with defining the scope and the budget for a migration project. Their goal was to help Bite Lietuva understand whether they would be able to migrate their current custom functionality in Microsoft Dynamics AX to Microsoft Dynamics 365 for Finance and Operations or if they would need custom Extensions to match the existing functionality and user experience.

Beyond the upgrade, Bitė Lietuva needed their localizations fully functional; however, not all of these localizations were developed on Microsoft Dynamics 365 for Finance and Operations yet. Finding a solution to this was essential to the project's success. Finally, SQL integrations into this cloud version added another layer of complexity to the upgrade. Prior to choosing a cloud or an on-premises environment, a solution for solving the SQL integration issue needed to be developed and agreed upon.

Solution

Alna Business wanted to ensure a successful approach to the Dynamics AX Upgrade for Bitė Lietuva. To do this, they confidently relied upon 1ClickFactory's BestPath Assessment for AX / Dynamics 365 Finance & Operations to deliver the most advantageous upgrade plan.

1ClickFactory's BestPath Assessment was selected to:

- Assess the client environment;
- Identify & eliminate potential risks;
- Conduct an explanatory workshop;
- Deliver a robust upgrade project plan.
- Devise the optimal upgrade solution;

1ClickFactory brought the skills and expertise to the table in order to outline the best Dynamics AX Upgrade Project Plan for Bite Lietuva. Working with 1ClickFactory, we feel confident in our upgrade approach, our upgrade plan and our risk mitigation tactics. Partnering with 1ClickFactory helped us meet and exceed the expectations of our client, the underlying goal of every project. We would recommend partnering with 1ClickFactory on any Microsoft Dynamics assessment, development and/or upgrade project.

Aurelijus Norkūnas, Chief Business Officer at Alna Business

Benefits

The 1ClickFactory's BestPath Assessment for AX/Dynamics 365 Finance & Operations helped both the partner and their customer to:

- Save time with complex upgrade project planning;
- Choose a well-informed best upgrade approach;
- Define agreed upon roles and responsibilities;
- Address and resolve issues quickly and efficiently;
- Gain more visibility into project complexity;
- Reduce potential risks associated with the upgrade.

For 16 years, our company has used different versions of Dynamics AX throughout three different countries. Faced with decision to move forward with Dynamics 365 for Finance and Operations, it was required we understand the preliminary costs, risk exposure, fit with existing business processes and ability to integrate with existing 3rd-party system integrations we had in place.

Thanks to 1ClicFactory we were able to evaluate the risk to transition from both AX2009 and AX2012 to Dynamics 365 Finance and Operations. Within one week, we received an evaluation of our existing modifications detailing the complexity and risks associated with transitioning to Dynamics 365 Finance and Operations. During the workshop with 1ClickFactory, they not only helped us to revise our existing solution and evaluate the technical transition scope, but also, they explained the benefits and drawbacks of an on-premises versus cloud-hosted solution implementation. Now, we are assured that we are proceeding with the best path forward and fully understand the resources required for upgrade success.

Liudmila Keda, ERP Systems Services Manager, BITĖ Group

Learn more about the 1ClickFactory BestPath Upgrade Assessment Service for Dynamics AX / Dynamics 365 Finance & Operations Upgrade Services, contact your territory representative or email us at service@1clickfactory.com.