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# DYNAMICS CON LIVE

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# Elevating Success

Navigating Axon's  
Digital Transformation Journey







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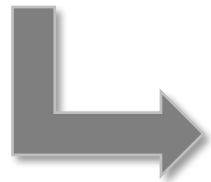
**A strategic fit for the business?**





# A strategic fit for the business?

- Migrated from AX 2012 R2 (re-implementation)
- Modern technology platform and user experience
- Enables global expansion
- Advanced Warehousing was significant draw



Automated, rapidly expanding warehouse operations



# Digital Transformation?



# Digital Transformation?

- Solid foundation + immediate benefits
  - Massively improved inventory control
  - Procurement and AP automation
  - Modern integration platform
- Learned lessons at each phase:
  - Project Accounting standalone
  - WMS standalone
  - Core financials + quote to cash
  - Manufacturing





# Key requirements?





# Key Requirements?

- Performance, Reliability, Scalability
- 16 legal entities (now 30+)
- Key functionalities:
  - ✓ GL, AR, AP, fixed assets, project accounting
  - ✓ Warehouse management
  - ✓ Production management
  - ✓ Procurement, MRP
- ✓ Real-time integrations
  - ✓ Salesforce, RevStream, Vertex, Blackline, etc...



# User Buy In & Adoption?





# User Buy-In and Adoption?

- Business Solution Architects
- Detailed CRPs
- Start with fit-gap analysis
  
- Stick to what D365 is great at
- Fill gaps with ISVs
- Build/move functionality off-platform
  
- Departments own UAT, data, training
- Intensive hypercare support model



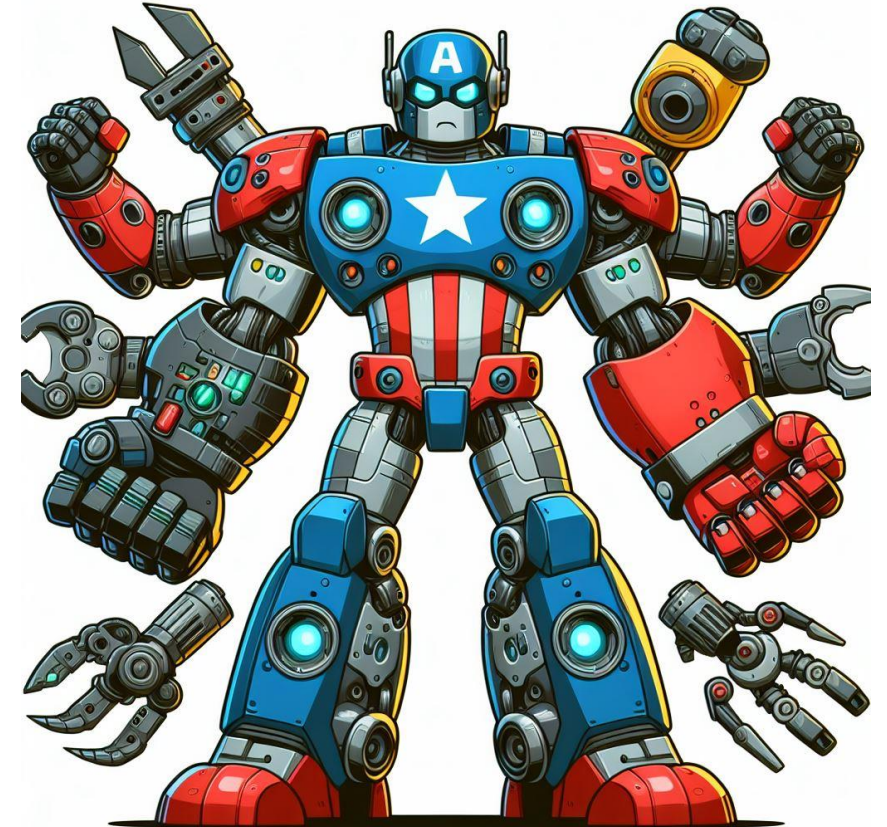
# The role of the ISV?





# The role of the ISV?

- Become a seamless extension of D365
- Extend functionality without detracting from performance, scalability, reliability
- Become a seamless extension of customer IT department
- Partnership every bit as important as functionality



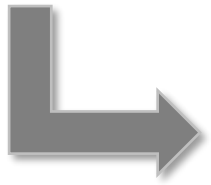
# Managing the Supply Chain





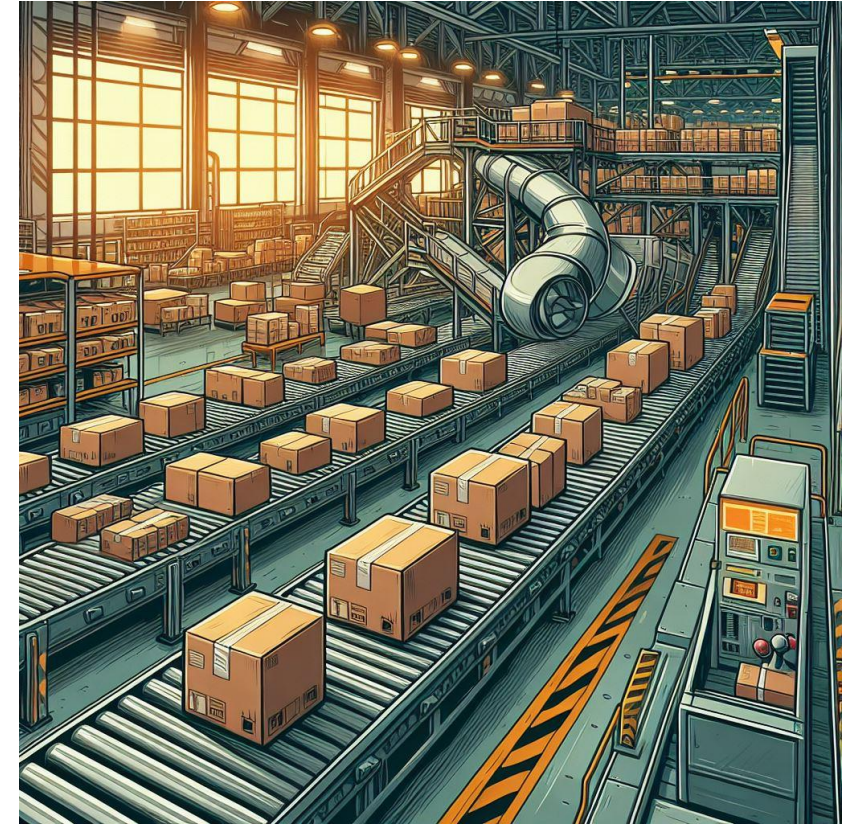
# Managing the Supply Chain?

- Timely purchasing, manufacturing, outbound shipping are absolutely critical



COVID – major supply chain challenges

- Serialization
- Master Pack customization
- NMB Packing Workbench
- Shipping Taser 10



# Overcoming Challenges



# Overcoming Challenges

- 3 previous project failures
- All-new leadership team
- Incredibly aggressive timeline – 15 months
- COVID-19 lockdown
- Extremely complex business model
- No internal D365 expertise
- 51 transactions to integrate, no viable existing architecture
- Billing outside ERP, nonstandard design
- 30% YoY growth, M&A posing new challenges





# Lessons Learned



# Lessons Learned



- ✓ Phased delivery, learn as you go
- ✓ Align on common vision
- ✓ Pick a great implementation partner
- ✓ Embrace remote work
- ✓ Fail fast with people
- ✓ Business Solution Architects
- ✓ Project governance
- ✓ Communication & pushback
- ✓ Process rigor
- ✓ User engagement & ownership
- ✓ Test with real data
- ✓ Hypercare model with real-time support



# Feedback?





# Feedback?

- Update schedule is *still* not compatible with company schedule
  - Regression testing automation in progress
- Add robust self-service reporting



# What does the Future Hold?



# What does the future hold?

- Build AI into our own products
  - ✓ ALPR
  - ✓ Axon Draft One
- Low Hanging Fruit
  - ✓ Enterprise search
  - ✓ Guided selling
  - ✓ Customer Service
- ✓ Work towards killer AI use cases
  - ✓ Demand Planning
  - ✓ Business Process Optimization
  - ✓ Business Process Deviations







**Thank You**

