



CASE
STUDY

**Fortune 500 Company
Integrates
Configure-To-Order
for Direct Inventory
Tracking**



CUSTOMER PROFILE

Founded in 1935, a Fortune 500 company with 18,500 employees worldwide, the company is a global provider of products, services and solutions to industrial and commercial users of electronic components and enterprise computing solutions, with 2015 sales of \$23.28 billion. The company is headquartered in Centennial, Colorado.

The company serves as a supply channel partner for over 100,000 original equipment manufacturers, contract manufacturers and commercial customers through a global network of more than 460 locations in 85 countries.

BUSINESS CHALLENGE

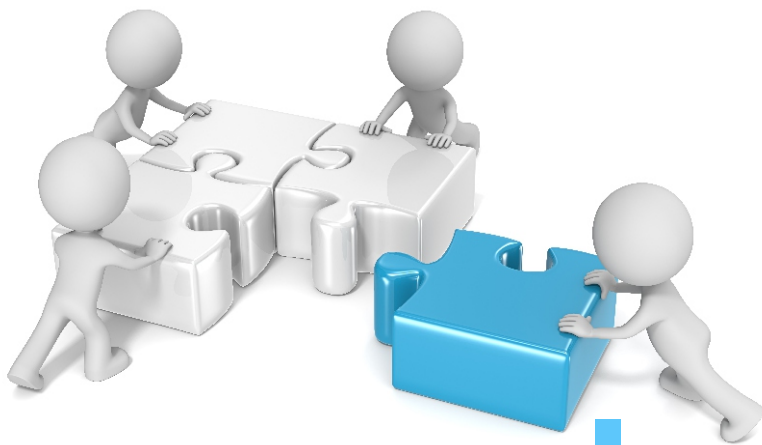
The Configure-to-Order (CTO) process allows SKU-able inventory to be identified and compatible SKU assets to be added to an order and sold as an intended target SKU.

NDS Global team analysed and documented the enhancements needed to meet the business requirements.

This included direct tracking of the actions needed to fulfil the CTO order through to shipment.

The enhancements would require to meet the below business needs:

- SKU configuration management to allow users to create and edit SKUs, search against compatible SKU inventory and create orders to a specific target SKU.
- A pending status in Microsoft Dynamics CRM for assets on a CTO order that require no actions to meet the target SKU.
- A new Work Order module and process in APD (Middleware) created to direct and track configuration upgrades and OS imaging activities. This would include
 - A) Module for managing Work Orders
 - B) Refactoring the Repair module to an Upgrade module
 - C) Update to the Imaging module
- Refactoring existing APD Work Order module
- Interfaces between APD and Microsoft Dynamics CRM to update and complete Work Orders and Work Order Tasks (upgrades/imaging).
- An interface in Microsoft Dynamics CRM to refresh APD feature type/value data.
- An interface in APD to update RevShare Deduct Asset Deduction values in AX.



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SOLUTION

The solution designed by NDS Global comprised of two parts:

Part 1:

A new API was created to refresh the Microsoft Dynamics AX asset deduction values for RevShare Deduct assets process on a Work Order with configuration upgrades.

The cumulative deductions for the work done on the asset is calculated and deducted using the API interface, once the work is completed or the Work Order is completed.

Part 2:

Before sales orders from Microsoft Dynamics CRM can be submitted to Microsoft Dynamics AX for Pick Pack and Ship, any related Work Orders will have to be completed. Until then the sales order will be in a pending status and cannot be submitted until the Work Order is finished. Once finished, the pending status is cleared and the shippable flag set. The order is now submitted to Microsoft Dynamics AX to be shipped. The process after the sales order is submitted continues as it is.

BENEFITS

Before implementing the solution, the business had no real system and procedures in place. Based on the solution developed and implemented by NDS Global the business gained the following benefits:

- Inventory could be tracked SKU wise, and the stock of the same had visibility in Microsoft Dynamics AX
- Individual items were tracked instead of batches
- Integrations between CRM/ APD(Middle ware) made it possible for seamless access to information
- Automated printouts for transfer of inventory from one location to another improved the efficiency and time saved.

TECHNOLOGY

 Microsoft Dynamics AX

 Microsoft SQL Server 2008

ABOUT NDS GLOBAL

NDS Global, a trusted Microsoft Gold Partner, offers its customers consulting, implementation, development and support services on Enterprise, Cloud & Mobility for digital solutions.

NDS Global helps customers realize results in a digital world through business technology solutions, cloud and managed services that combine insight, innovation and expertise focused on Microsoft technologies.

Our solutions span across Microsoft Project Online, Microsoft CRM Online, Microsoft SharePoint Online, Office 365, Dynamics 365, Microsoft Dynamics AX, PowerBI & Azure.

Headquartered in the US since 1999, we are preferred partners to customers in USA and India. Our customers span across Consumer Goods, BFSI, Infrastructure, Manufacturing, IT/ITES, and Retail.

A strong team of 180+ Microsoft consultants have provided many a success stories to Enterprise & Small/Medium customers globally.



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