CASE
STUDY

World's Largest Bedding Provider Improves Business Operations & Reporting in Nordic Region

CUSTOMER PROFILE

The company is the world's largest bedding provider. The company develops, manufactures and markets mattresses, adjustable bases, pillows and other sleep and relaxation products which it sells globally in approximately 100 countries.

The company is headquartered in Lexington, Kentucky and its brand portfolio includes many of the most highly recognized brands in the industry.

The Company sells its products through three distribution channels in each operating business segment: Retail, which consists of furniture and bedding retailers, department stores, specialty retailers and warehouse clubs; Direct, which consists of electronic commerce (e-commerce) platform, Company-owned stores and call center, and other, which includes third party distributors, hospitality and healthcare customers.

BUSINESS CHALLENGE

The company has large growth plans and strategies to invest in infrastructure and applications that would support global business growth and bring all the Sales Subsidiaries on same platform. They wanted to create a standard global culture where best practices were shared and people would collaborate with each other.

The company identified several challenges including disparate systems that threatened to dampen the customer experience and diminish its operational efficiency, workforce productivity and sales. So, the decision was made to upgrade the existing ERP system.

The company evaluated new features available in Microsoft Dynamics AX 2012 and taking various factors into consideration like business growth, growing complexity, multiple channels, direct business and distribution business that would grow with the business, the company selected Microsoft Dynamics AX 2012 based on the functionality it offered along with lower implementation cost and shorter time for implementation.

As the company already had an older version of Microsoft Dynamics AX, the users had an experience of working on the ERP system. Hence the upgrade was beneficial to implement and adapt with the new and additional features & functionalities.

The company was looking for partner who would cover all aspects of the Enterprise IT functions across ERP, EDI, CRM, BI, Integration and Global Service desk. Hence NDS Global was selected as the implementation partner.

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SOLUTION

The current business condition was analysed and evaluation was done on the flexibility of the system and the identification of gaps. The ability of the ERP system to integrate with third party applications along with ease of use from a user perspective in terms of the user interface was also considered and the workflows that were built into the various systems were designed accordingly. The business was looking to enhance the user experience at lower implementation cost.

After conducting a detailed fit-gap analysis by the internal IT team of client in collaboration with NDS Global, the Scope of Work was finalized and the project was agreed and signed off.

NDS Global used the Sure Step Methodology for achieving quick and efficient implementation. The scope of the implementation included:
- Master Data Management
- Configuration of
- AP, AR, GL, Bank, Inventory Costing
- Procurement
- Production Planning
- Inventory & Warehousing
- Sales & Distribution
- Human Resources
- Organization & Systems Administration

Numerous challenges were overcome during the project execution such as:
- Requirement Gathering and Mapping of data as per the business processes from the old version to the new ERP system
- Communication and collaboration based on stakeholder availability.
- Setting up of security features at user level.
- Streamlining of change management processes and approval workflows for document management.
- Communication with third party vendors for integration activities with their applications like Demandware, CRM, etc.
· Understanding and awareness to client team of new field data mapping for migration activities
· Automation of financial and associated business processes.

Modification, Localization & Integrations:
Post analysis & brainstorming sessions with Business Analysts and Implementation team, following modifications, localization features and integrations were documented, developed and executed.
- Localization features
- Customer Facing Documents (AP & AR Reports)
- Report Substitution
- Nordea Bank File Transfer
- E-Banking Suite (Lockbox, Positive Pay, Electronic Bank Reconciliation)

BENEFITS

After upgrading the ERP system from Microsoft Dynamics AX 3.0 to Microsoft Dynamics AX 2012 R3, the company gained various benefits like advanced features of inventory management, specific / dedicated modules like Product information management, Fixed Assets, Cash and Bank management, Travel & Expense , Budgeting etc. for various departments.

The enhanced features helped create a better user experience, transparency & security with respect to process, approvals etc., improved list of standard reports which were useful in various analysis and business communication for the customer and the ability to strategize more effectively.

- With the comprehensive financial analysis and reporting capabilities of Microsoft Dynamics AX, the company gained a consolidated overview of data that enabled them to more effectively evaluate the financial health of the organization.
- Full visibility of inventory helped business in understanding the ordering patterns and stock levels.
- Ability of business to report and streamline the management of forecasting and procurement of inventory.
- Automation of business processes & workflows that utilize the benefits of an ERP system across multiple Microsoft Dynamics AX modules.

TECHNOLOGY

Microsoft
Dynamics AX

NDS
Architect | Integrate | Support

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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