Microsoft Dynamics NAV

ERP SYSTEM TO SUPPORT A GLOBAL BUSINESS
RUN YOUR GLOBAL BUSINESS WITH MICROSOFT DYNAMICS NAV

To expand globally seems to be an easy and straightforward step for many organizations. Although advancements in technology and communication are a real stimuli, growing from a local enterprise to global business means tackling many complicated operational challenges. To become an agile global player, companies have to accommodate multiple local business rules, language and cross-cultural differences as well as a variety legal and financial requirements. In addition, they have to anticipate how they will be impacted by their global growth and get ready for the change by integrating their operations and adopting compliance policies. Only if, they cope with the increased complexity of transactions, information and communication, can organizations drive efficiency and gain a competitive edge on worldwide markets.

Enterprise Resource Planning is a pillar of this strategy. With an ERP system, a global company can easily implement the best business practices across all its local subsidiaries and headquarters, thus standardizing and automating their processes and operations.
WHY MICROSOFT DYNAMICS NAV

Microsoft Dynamics NAV is a world-class ERP system that is used by more than 120,000 companies worldwide, many of which are global players. With its efficiency and intuitive user interface, as well as Office 365 and CRM integration and BI capabilities, Microsoft Dynamics NAV meets business needs and helps companies drive financial and operational efficiency by ensuring real-time visibility and consolidation.

Supporting all core business operations such as Financials and Accounting, through Sales and Purchases, to Customer Relationship Management, Supply Chain Management and Manufacturing, the system makes it easy for organizations to grow and operate on both local and international markets.

- Used in daily operations by more than 120,000 companies worldwide
- The most popular system in the Microsoft ERP product family
- Supports 2,000,000 users in their daily work
- Rich functionality and continued development
- Intuitive and flexible business solution
- Integrated with Microsoft Office 365, Microsoft Dynamics CRM and Microsoft Azure
- Supports multiple languages and currencies
- An open platform for implementing customizations and add-on solutions
THE PLATFORM FOR YOUR WORLDWIDE BUSINESS

HARMONIZE PROCESSES, DATA AND FUNCTIONALITIES

As organizations expand globally, their needs and ambitions change due to the scope and complexity of their operations and the challenges they face at the local level.

To encompass all these needs and aspects of managing multi-site business, IT.integro has developed its own solutions for Microsoft Dynamics NAV international roll-outs.

With Global Template and Master Data Management from IT.integro, Microsoft Dynamics NAV can be used more efficiently as a platform for managing multi-national and multi-site operations, ensuring visibility and transparency at all levels: national, local and that of headquarters.
Global Template and Master Data Management System harmonize the ERP system across the organization, thus improving multi-site collaboration and performance. They provide tools and best practices for optimizing business data and processes across subsidiaries for better efficiency and faster growth and support critical global deployment processes such as:

- Business process standardization
- Setup standardization
- Master data standardization
- Uniform intercompany transaction management
- Standardization of add-in functionality and customizations

Master Data Management System and Global Template are also the basis of IT.integro’s NAV group project methodology, which helps get the best out of global Microsoft Dynamics NAV implementation. By standardizing system roll-out across all your subsidiaries, IT.integro can ensure a well-organized and cost-effective implementation process. This comprehensive approach enables our customers to harmonize all global and local operations and reap real benefits of economies of scale.
GLOBAL TEMPLATE FOR FASTER ROLL-OUT

Global Template is a method IT.integro has developed for international business users of Microsoft Dynamics NAV to guarantee them comprehensive synergy and processes standardization in all subsidiaries. The template is used to ensure functionality standardization across the organization by aligning the following system components:
**Microsoft Dynamics NAV**

The Global Template uses the international, standard system version of Microsoft Dynamics NAV, which does not incorporate local functionalities. If needed, such functionalities are added during the implementation of the group ERP system in local subsidiaries i.e. global roll-out.

**Add-on solutions**

Any specific supplementary or industry-specific software used by an international company within its system.

**Modifications of the standard Microsoft Dynamics NAV functionality**

The customer can require the development of system modifications. Such modifications are also included into the Global Template and deployed globally to ensure consistency by preventing local subsidiaries from modifying the system in an uncontrollable manner.

**IT.integro’s Global Package**

A package of out-of-the-box solutions that have been tested in international companies and facilitate group implementation of the ERP system, including: Master Data Management System, intercompany and translation management solutions (for easier multi-language document management). The package can be easily modified to provide the specific setup of the report environment and customizations the customer requires. It also contains migration tools which support the upgrade process.
BUSINESS PROCESS AND FUNCTIONALITY

Its alignment based on the Global Template is implemented by means of developing a uniform data and process setup and using standard project documentation, which helps control the deployment process. With ready standardized setup and project design, a global project can proceed to the global deployment (roll-out) stage.

Within setup, data standardization is ensured. Setup standardization involves various data sets such as:

- Dictionaries
- Financial and accounting setup (including accounting dimensions)
- Chart of accounts
- Logistics, Intrastat predefined setup
- Standard system roles
- Number series

By providing a set of complete standard project documentation, we ensure standardization of the roll-out process within the whole global company. The list of documents for global projects includes the following:

- Strategy Document
- Business Process Management List (BPML)
- Process diagrams
- Standard Operating Procedures (SOP)
- Acceptance test scenarios
- Standard training materials and kick-off meeting package
- General system documentation
- Project Charter
- Project Communication Plan
- Dictionary – a global setup list
- Glossary of terms used within the project with definitions
- Standard templates of project documents such as Fit-Gap, concept, etc.
- List of standard training courses recommended to users
- Project budgets
- Templates for data migration in MS Excel files
MASTER DATA MANAGEMENT SYSTEM

Master Data Management System (MDMS) is an add-on solution for Microsoft Dynamics NAV developed by IT.integro and certified by Microsoft. Typically, it is incorporated into the Global Template. The solution has been designed to synchronize and manage master data in multi-site organizations, including such data sets as:

- Items
- Customers
- Vendors
- Chart of Accounts
- Pricelists

With MDMS, all master data is managed within a central database, which is accessible to all subsidiaries. Master data editing is only possible within this central database for authorized users, which ensures its full unification. The scope of replication to subsidiaries as well as editing rights are fully customizable. Only specific data can be managed locally in each company separately.

BENEFITS OF USING MASTER DATA MANAGEMENT SYSTEM FOR YOUR BUSINESS

- Faster implementation of changes within the company – all modifications of global data (inventory, price lists, contractor data, etc.) are automatically replicated to all subsidiaries
- Simplified and more efficient data management from headquarters
- Complete master data synchronization in all subsidiaries
- Coherent technical and marketing data
- Streamlined data exchange (including EDI)
- Production statistics – capability of comparing production data from multiple subsidiaries
- Decreased inventory levels due to easier management of slow-moving stock in subsidiaries
- Consolidation of costs and payables by means of central vendor card management
- More effective control of receivables (both intercompany and external) using the cross-check of outstanding receivables and blocked customers
NAV GROUP PROJECTS METHODOLOGY

In most of its ERP system implementation projects, IT:integro uses the Microsoft Dynamics Sure Step methodology. However, global projects are specific. Thus, we have amassed our experience in global roll-outs in order to develop our own methodology for international customers. The NAV Group Projects Methodology streamlines the delivery of global projects and ensures efficient and cost-effective implementation.

The main objective of the NAV Group Projects Methodology is to benefit from Microsoft Dynamics NAV standardization. This can be achieved by means of process and data harmonization.
PHASE 1.

STRATEGY
Set project assumptions

Although the Strategy phase is very short, it results in strategic decisions that determine the key project assumptions, including the classification of processes into global and local ones, architecture of the solution (incl. databases, servers, objects and languages), project scope (functional or geographical), project team members (process owners, local key users), project objectives, success factors etc. The Strategy phase which provides such results is a prerequisite for the process of designing a Global Template. In addition, it enables the project team to create a schedule and calculate the budget for the whole group project.

PHASE 2.

GLOBAL TEMPLATE
Develop a global solution

This phase is initiated by a detailed requirement analysis. The analysis is a follow-up of the High-Level Analysis which was delivered at the Strategy phase. It focuses only on global processes and in many respects, it corresponds to the Analysis phase in the Microsoft Dynamics Sure Step Methodology.

PHASE 3.

PILOT
Implement the solution in the first subsidiary

When the Global Template is developed, the solution is implemented in the first subsidiary. The NAV Group Projects Methodology provides guidelines on which subsidiary should be selected as the pilot one. The aim is to validate the assumptions of the Global Template.

PHASE 4.

RE-WORK
Improve the global solution

This is a short phase with a focus on collecting experiences and results from the pilot implementation phase. The objective is to determine whether Global Template requires some modifications and to implement such changes. This ensures a smooth roll-out.

PHASE 5.

GLOBAL ROLL-OUT
Roll-out the solution in other subsidiaries

Following any required modifications to the Global Template, the solution is implemented in other subsidiaries. With Global Template, the Analysis phase is shorter at a subsidiary level compared to a typical ERP system implementation. It involves introductory training on the system, which is generally ready-to-use and provides an overview of the functionalities incorporated into the Global Template based on the requirements of a subsidiary, in particular local legal requirements.
ENSURE FINANCIAL CONSOLIDATION AND DATA CONSISTENCY WITH THE GLOBAL TEMPLATE

Financial consolidation is the combining of data from different business entities into consolidated financial statements. Data from these business entities may differ even due to different structures of the chart of accounts, accounting policies and currencies used. If the data comes from disparate systems, financial consolidation becomes a complex process.
Global companies apply different methods for the preparation of consolidated financial statements. The following diagram shows four approaches. Spreadsheets are the most common and basic method. The most advanced approach involves Global Template/core-based implementation of an ERP system in all company subsidiaries.

MANUAL CONSOLIDATION WITH SPREADSHEETS

MS Excel worksheets prepared by the head office are provided to consolidated entities as a form into which data is entered and sent back periodically for financial statements consolidation. This solution is cheap to implement, but it results in difficulties in controlling the consolidation process and data accuracy.

G/L USED AS A CONSOLIDATION PLATFORM

This level involves creating a so-called “consolidation company” within the existing ERP solution and setting up its general ledger as a consolidation platform. The launch of the solution requires small modifications within the standard functionality of multiple ERP systems used locally, including Microsoft Dynamics NAV.

DEDICATED CONSOLIDATION SOFTWARE

Consolidation Software is the most widely used solution in companies where a complex organizational structure translates into the complicated preparation of consolidated financial statements. If Microsoft Dynamics NAV is used as the main transactional system within the group, the need to use a dedicated Consolidation Software is bound to arise especially if the volume of consolidated entities and intercompany transactions is large.

USING MICROSOFT DYNAMICS NAV WITH THE GLOBAL TEMPLATE

Using the Global Template along with standardized ERP software across all subsidiaries is definitely a solution that supersedes any other methods for financial consolidation. The added value of this method consists in:

- standardization of financial data transferred from subsidiaries (consolidated entities), which simplifies the financial consolidation process;
- the high quality of financial data, which improves the accuracy of consolidated financial statements and decisions made based on this data;
- enhanced drill-down capabilities and easier control of local companies – all local companies work based on the standardized data and financial setup, which facilitates internal audits.
BENEFITS OF USING THE GLOBAL TEMPLATE FOR MICROSOFT DYNAMICS NAV

As the global roll-out process requires comprehensive investment, it is worth planning thoroughly and comprehensively. By using NAV Group Project Methodology based on the Global Template, organizations are able to approach the challenge of implementing Microsoft Dynamics NAV from a global perspective. Such an approach ensures not only a bird-eye view on international operations but also a deep insight into local processes, which in turn translates into more accurate decisions and improved KPIs.

Global Template uses the flexibility and capabilities of Microsoft Dynamics to streamline financial consolidation and drive financial and operational efficiency. Along with the Master Data Management System, it ensures data transparency and high-quality implementation. The solution stimulates benefits in all operational areas, helping international businesses to make accurate decisions as well as achieve long-term benefits.

GROUP REPORTING
- Standardized procedures and automated data collection
- Deep real-time insight into financial data of all company divisions (data mining)
- Simplified and streamlined reporting by means of implementing a uniform Profit & Loss Account Statement in all divisions

CHANGE-FRIENDLY ORGANIZATION
Easier and faster introduction of changes into the organization – both upgrade and processes changes are easier, when you use the same system version, functionalities and processes everywhere.

BETTER FLOW OF INFORMATION
Integration allows information to be shared in a standard format across many departments in the home country as well as across national borders regardless of language and currency differences. The quality of data at the system level is much improved – with master data management, or internal EDI.
COST REDUCTION
The average cost of roll-out deployments goes down as the project of ERP global consolidation progresses. Global approach ensures the following cost savings:

- Decreased cost of change implementation across subsidiaries
- Facilitated support management for users working with the same systems
- Optimized support costs due to 3-level helpdesk
- Elimination of the “reinvent the wheel” effect which prevents the same modifications to be developed by different partners in different locations
- Decreased license and management costs
- Reduced maintenance costs with more stable and simple IT systems and infrastructure

BUSINESS PROCESS STANDARIZATION
When all processes are aligned across the organization, subsidiaries are able to function as one organism. With standardized processes, it is possible to:

- Draw on the valuable experience of the best subsidiaries in the group
- Streamline the deployment of new subsidiaries or incorporation of newly acquired companies into the organization
- Ensure transparency when comparing the performance of respective subsidiaries
- Reduce average costs and improve quality – the ability to prepare the process for a greater number of entities
- Reduce the risk of errors during implementation in subsidiaries

COMPANY OBJECTIVES EASIER TO BE MET
It is easier to meet the global objectives of the company. When using NAV Global Standardization and Roll-out Methodology, global objectives are defined as early as at the Strategy stage and incorporated into the Global Template. This streamlines Microsoft Dynamics NAV implementation at the Global Template stage.

DATA QUALITY
Master Data Management System ensures control over data. Based on the system’s primary assumption, master data is not to be modified locally. The only changes can only be made in the central database. With improved master data management, it is possible to achieve the goal of data consistency, which ensures accurate and reliable business analytics.
INFRASTRUCTURE OPTIMIZATION
With a standardized ERP system, it is possible to optimize server performance and usage of processing resources. The cost SQL Server licensing is also reduced. The entire environment is managed from one location by one company.

INCREASED ROI RATES
By decreasing IT assets within the group, you can easily reduce costs of Microsoft Dynamics NAV implementation, support and upgrades.

MORE EFFICIENT MANAGEMENT
Simplified control of multiple subsidiaries and better overview of decision results enable you to speed up implementation of any changes within the group and respond promptly to market trends.

FASTER INFORMATION FLOW
One information exchange format for all divisions for each language and currency ensures more streamlined communication and collaboration.

LICENSE OPTIMALIZATION
When working with a consolidated ERP system, it is possible to reduce the number of concurrent users per license, as well as gain a better overview of role and right assignments to users across your company.

SIMPLICITY
By harmonizing and structuring processes and data in a uniform manner, user-experience is improved.

SYNEGRY EFFECT
By harmonizing and integrating the system across the organization, it is possible to improve efficiency locally and globally.

BETTER INSIGHT INTO BUSINESS
A transparent view into every level of business performance, drill-down capabilities in comprehensive financial and role-based dashboards as well as real-time reports; real-time visibility of finance.
GLOBAL HELPDESK FOR MULTI-SITE COMPANIES

The work of Microsoft Dynamics NAV consultants does not end after system go-live. We are continually working to provide our global customers with the best service. We optimize global installations of Microsoft Dynamics NAV with its add-ons to make our customers’ global business run like clockwork.

With the international experience, we have gained so far in multiple group and global projects, we are able prevent possible problems and respond appropriately to unforeseen circumstances. To ensure smooth collaborations with our customers at the post-implementation stage, we focus on the following areas:

- Proactive support management with 3 support levels
- Transparent construction of the Service Level Agreement (SLA) or Support Agreement
- Streamlined knowledge transfer from the implementation department to a global helpdesk team
- Customers’ incident management systems, including the best practices for communication
- Change management
The Global Template is designed to streamline and organize the process of adapting the organization to changes it has to face at all levels in the course of the roll-out project. Although local subsidiaries can smoothly harmonize their operations and data within one standardized solution based on Microsoft Dynamics NAV, post-deployment practical user experience sometimes triggers the need for a modification within the system setup and functionality.

Such modification needs are usually aimed at improving system optimization or meeting legal requirements. Standard procedures dictate that they are submitted to the Help Desk and key user whose role is to classify the request as a problem or change and proceed with as the case may be. This means that contrary to a typical problem solution request, each Change Request is passed to a Change Manager.

After validating the change needed, he/she sends it up to the headquarters, where an optimal solution is developed with IT.integro’s consultants. Changes are implemented within a subsequent update of the Global Template across the entire organization, which ensures that the processes of change implementation is well-coordinated and consistent.
Local and legal requirements can be one of the major challenges in the roll-out project. Project efficiency is a result of how an ERP system and implementation partner cope with this challenge.

Microsoft Dynamics NAV is a system that supports such requirements by providing local functionalities for multiple countries including Western Europe and North America, thus eliminating difficulties in local deployment. In some countries, local functionality is developed and provided as certified modules by local partners, who collaborate closely with Microsoft. This applies for example to the majority of CEE countries.

IT.integro comprehensively supports the process of implementing local functionalities in each country, no matter if the local functionality has been developed by Microsoft or a local partner. After the system is implemented, we ensure continued support for each local subsidiary by responding to any requests related to any required modifications or system updates imposed by local law.

In few countries, local legal requirements are not supported at all; neither by Microsoft nor local partners. For such customers, we offer development services and provide effective solutions for the local and country level. Using our methodology for group and global projects, we however optimize the number of local modifications to ensure the highest possible degree of standardization across the organization.
OUR GLOBAL AND GROUP CUSTOMERS

Our daily motivation to act comes from our customers. We are happy that the trust which our global and group customers bestow on us has resulted in the actual profits their companies enjoy.

For 25 years, we have been supporting 4,000 Microsoft Dynamics NAV system users. We have provided our services to global companies in 47 countries. Presently, our team serves 1000 multi-language users on our global projects.

Within 10 years of our international presence, we have been developed and implemented solutions such as Global Template and Master Data Management System that meet needs of global Microsoft Dynamics NAV users, which include:

- Global roll-out management
- Management of master data and data structure
- Global Chart of Accounts
- Setup harmonization
- Group reporting
- Financial statements consolidation
- Business process standardization
- Help-desk (3 levels)
- Change management
- Release management
- Group NAV license management
- Compliance with local legal requirements
- Standardized system and process documentation
- Local currencies and languages

IT.integro projects
INTERNATIONAL CUSTOMERS

Knowing that our global customers also have country- and industry-specific expectations and requirements, we approach each customer individually. We analyze customers’ requests and respond with solutions that enable them to use the full potential of Microsoft Dynamics NAV. Taking into account their specific requirements, in addition to Global Template and local functionality, we offer solutions for each industry.
ABOUT IT.INTEGRO

As a strategic Microsoft Dynamics NAV partner in Poland, IT.integro collaborates with Microsoft on educating the market about integrated IT systems and implementing the most popular ERP system in the Microsoft product family – Dynamics NAV which is used by 120,000 companies worldwide.

IT.integro is distinguished by its knowledge and experience for which the company has been granted many awards and distinctions, including a Microsoft Gold Partner competency for Enterprise Resource Planning, the finalist in Microsoft Dynamics Regional Partner for Central and Eastern Europe of the Year 2016 contest and membership of the President’s Club for Microsoft Dynamics.

Finalist for Microsoft Dynamics Regional Partner of the Year 2016
Central and Eastern Europe

Microsoft Partner
Gold Enterprise Resource Planning
Silver Midmarket Solution Provider
Silver Data Platform
Silver Small and Midmarket Cloud Solutions

2016 PRESIDENT’S CLUB
for Microsoft Dynamics

2015 INNER CIRCLE
for Microsoft Dynamics

Partner of the Year 2016
Dynamics NAV

Finalist for Microsoft Dynamics
Regional Partner of the Year 2016
Central and Eastern Europe
EXPERIENCE IS OUR ADVANTAGE

We implement dedicated solutions which are developed by our team, transferring our project know-how to our customers. The experience we have gained internationally has enabled us to develop the Master Data Management System (MDMS) - an add-on solution extending Microsoft Dynamics NAV capabilities which was certified by Microsoft. We implement integrated multi-language systems and roll-out projects. We possess knowledge and experience gained both on local and global markets, which enables us to fulfill the requirements of large and multi-subsidiary companies.

300 completed implementation projects
25-year market presence
80 professional consultants
47 countries where IT.integro has delivered global projects