Company

Small and Medium
Business, Detroit

Industry

Automobile

QuickBooks to Dynamics 365 Business Central Case Study

Background:

An SMB in the automobile industry was using QuickBooks Desktop for their accounting needs. For a business that is rapidly growing, the desktop solution was proving to be restrictive as it lacked the required scalability. For a brick-and-mortar business, tracking inventory is one of the most important requirements. The customer realized that they needed more powerful tools for auditing their inventory along with better security.

With these considerations, the customer realized they need a well-rounded Enterprise Resource Planning (ERP) solution in place of the finance-focused QuickBooks Desktop installation. The customer had already tried to migrate to Dynamics 365 Business Central, a cloud version derived from the Dynamics Nav ERP product line, but was unable to do so because of the complexity of the process.

Apps4Rent's Solution:

After a good interaction with the customer, Apps4Rent experts gathered that they already had an Office 365 subscription. Additionally, they were keen on transitioning from their on-premises QuickBooks Desktop to the cloud-based Dynamics 365 Business Central ERP solution. One of the major implementation requirements was to secure their system with advanced features such as Multi-Factor Authentication (MFA).

The migration of the customer's QuickBooks data to Dynamics 365 Business Central required functional knowledge of financials and inventory to appropriately map and import data into the right fields in Dynamics 365 Business Central. With deep collaboration with the customer and their external stakeholders, Apps4Rent engineers were successful in migrating all the data and integrating Office 365 features.

Outcome

Apps4Rent engineers were able to migrate all the content from the QuickBooks Desktop solution to Dynamics 365 Business Central despite the lack of documentation and tools optimized to perform such a migration involving non-standard implementation. Within a few weeks, the customer was able to take full advantage of the advanced features of the cloud-based Dynamics 365 Business Central ERP solution with features like advanced security services, better integrations for auditing their inventories, more customizable reports, and business intelligence tools.

Background:

A customer in the automobile components industry was using QuickBooks Desktop on one of their machines for the accounting solutions. As their business evolved, the solution was unable to cope with the increasing complexity of the customer's requirements. It was not scalable enough and generated limited customer insights with insufficient reporting options.

Based on these requirements, not only did they need a more secure solution that could protect their data better, but also one that could help them track their inventories with robust audit trails. The growing number of transactions needed a more powerful solution that would not reduce efficiency when the volume grows exponentially.

The customer rightly realized that they needed to adopt a cloud solution that would be able to address the multi-pronged challenges of scalability, affordability, complexity, and security, and Dynamics 365 Business Central was identified to be the most suitable solution for their requirements.

Selection of Dynamics 365 Business Central:

Dynamics 365 Business Central provides many more options in terms of security settings and user roles. The nature of the customer's business is such that keeping accurate track of audit trails was imperative to their profitability and QuickBooks Desktop lacks the feature. Separate modules for Sales, Purchase, Finance, and Manufacturing in Dynamics 365 Business Central provide the requisite capabilities for the customer to manage their data much better than they could with QuickBooks. As a cloud-native solution, it is far more scalable and can accommodate the growing volume of transactions.

Most importantly, it is tightly integrated with other applications in the Office 365 productivity suite. With the integration of applications such as Power BI, the business could generate much better insights with unprecedented analytics capabilities. The benefits of Azure AD in terms of security features such as MFA could be seamlessly extended to Dynamics 365 Business Central without using the services of any third-party provider.

Challenges of Implementation

One of the primary reasons why migrating from QuickBooks Desktop to Dynamics 365 Business Central was challenging was that the customer had non-standard requirements, such as customer-wise sales price data and cross-reference functionality. Additionally, the customer had accumulated large volumes of data. The standard import/export functionality in the QuickBooks Data Migration extension built into Business Central requires too many details to be entered manually, and the customer needed a method for bulk import of sale/purchase order. Additionally, the customer needed to modify their master's details after it was imported from QuickBooks to Business Central, making the transfer of open sales order/purchase order and invoices trickier.

The alternative was to import data from QuickBooks in Excel sheets and export it to Dynamics 365 Business Central. This required a template-based migration approach. The problem with this solution is that the templates used by QuickBooks and Dynamics 365 Business Central are different. Data must be manipulated to match the requirements of Dynamics 365 Business Central.

Apps4Rent Assistance for Dynamics 365 Business Central Migration

The complexity of the migration necessitated the involvement of migration experts who are familiar with both Windows/ Linux Server, as well as CRM apps. The customer approached a migration services provider before approaching Apps4Rent. While the provider did work with the customer for the setup, they were unable to drive it to completion.

Apps4Rent engineers were roped in to insert the master's and import the data from QuickBooks Desktop. The implementation was done in two phases. The first phase involved standard data migration, such as General Ledger, Customers, Vendors, and Items data into Dynamics 365 Business Central from QuickBooks, and vanilla implementation with standard features. At this stage, proactive engagement from the customer was still required as they needed to modify their chart of accounts (COA) to match Dynamics 365 Business Central standards. Additionally, they had to share their Postings groups before Apps4Rent could insert customer, vendor, item, bank, and other data.

Once all the details were available, Apps4Rent staged the data on the sandbox environment for the customer to review and verify that all the data from QuickBooks Desktop had been migrated to Dynamics 365 Business Central. The cut-off date was agreed upon as per the convenience of the customer, and the migration was scheduled to be completed in a couple of weeks. At this stage, Apps4Rent engineers experienced issues in creating production BOM (bill of material) in the sandbox environment for Dynamics 365 Business Central, which was quickly resolved by coordinating with Microsoft.

Eventually, the production environment was also set up as per the requirements of the customer. Finally, the customer was trained to work with different modules to help them transition more seamlessly from QuickBooks to Dynamics 365 Business Central paving the way for the initiation of Phase 2 of the project, which involves advanced customizations in Business Central.

Conclusion

The active participation of various stakeholders could help in the completion of the entire migration project in a few weeks. There were no disruptions in the customer's accounting processes despite the complexity of the project. By moving from a relatively simple accounting solution that QuickBooks Desktop offers, to a well-rounded ERP solution in Dynamics 365 Business Central, the customer enjoys better security, more scalability, advanced audit capabilities, and of course 24/7 phone, chat, and email support from Apps4Rent.

While there is a steep learning curve involved in transitioning from a finance application to an ERP solution, Apps4Rent also ensured that the customer's employees are trained to work with the powerful tools at their disposal. It goes without saying that the business has found a reliable Microsoft certified CSP in Apps4Rent for their cloud solutions. The customer continues to actively engage with Apps4Rent on an on-going basis as they move to the second phase of their Dynamics 365 Business Central implementation with advanced customizations.