



The last migration you'll ever need

**Migrate from Microsoft Dynamics AX to
Microsoft Dynamics 365 with DXC Technology**

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Introduction

It's time for the last migration you'll ever need

Microsoft has already announced the end-of-support for both Dynamics AX 2012 R2 and R3, on track for 2021 and 2023 respectively. Plan now to move your business into the next generation of technology innovation.

When Microsoft announces the end of mainstream support for any product, there is always ample time to plan to move to the next generation. Along with every end-of-support announcement date, there is usually an "extended" date to help those organisations that need a little extra time. The trouble is that time has a habit of sneaking up on all of us.

In today's fast-paced world businesses have a tremendous need to be agile, to respond to competitive pressures while meeting or exceeding customer expectations. Running on old and unsupported technologies can cripple your ability to function.

Consider the following:

- Legislative, regulatory or compliance concerns often require enhancements that cannot be implemented on a highly customised and unsupported technology platform.
- Software "bugs" appear that can no longer be fixed.
- Maintaining an ageing system becomes increasingly difficult and expensive.
- Critical security updates are lacking, potentially compromising platforms.

- A mission-critical platform that is no longer supported simply stops working.
- New features and benefits that customers begin to expect (mobility, data insights, customer self-service) are becoming the norm in your industry but are not often available on your unsupported platform.

While the end-of-life announcement is a helpful "nudge" in making the decision to move, the additional features, business intelligence and opportunities to reduce costs that come along with Dynamics 365, such as greater security, guaranteed up-time, seamless integration, near real-time data insights, better mobility and more, are the real reasons to explore this leading technology platform. With Dynamics 365, you will become a more agile, flexible and modern business – ready for anything in our fast-paced, ever-changing world.

At DXC Technology, we are global leaders in helping organisations move from Dynamics AX to Dynamics 365. We know it feels like it will be a big deal, but the big deal is not about a painful migration (we will eliminate that for you) – it is about the benefits you will get as a business on the other side.



The future is cloud

And the future is here

In a recent survey, 61 per cent of global technical professionals plan to focus on cloud migration within the next 12 months.¹

Their organisations are accelerating migration, largely in response to delays in hardware supply chains and difficulties in accessing data centre facilities.

When queried about recent global challenges, fifty-nine per cent of respondents, said they plan to bolster cloud use as a direct result of the disruptions.²

The reasons for cloud are evident. Financial savings, coupled with business agility, make a clear-cut case. As organisations move more workloads to the cloud, they eliminate the expensive capital costs associated with maintaining traditional data centres.

More than 50 per cent of enterprise workloads and data are expected to be in a public cloud within the next 12 months.³

For companies employing more than 1,000 people, those adopting managed cloud infrastructure services went from 29 per cent in 2017 to 68 per cent in the first quarter of 2020.⁴

Overwhelmingly, the cloud is seen as the safest and most convenient way to handle large amounts of data, allowing for clearer insights and long-term savings. Microsoft's end to extended support for Dynamics AX will begin by October 2021. Time is of the essence. The shift to Dynamics 365 is critical to ensure that your organisation doesn't get left behind.

^{1 2 3 4} <https://www.statista.com/study/73728/cloud-computing-industry-survey-2019>

Case Study – Sime Darby Motors (formerly Gough Group)

114 days to transform

“ We knew our customer experience wasn’t always optimised because of how long it could take to complete tasks. Our CEO drove a digital transformation initiative to improve visibility to critical business information and make many of our older processes either redundant, or more efficient.

”

**Grant Taylor ,
former Chief Digital Officer at
Gough Group (now Sime Darby Motors NZ)**

Sime Darby Motors’ commercial truck business in New Zealand (formerly Gough Group) employs more than 950 staff at 50 sites across Australia and New Zealand and represents premium global brands. Its businesses include the sales and support franchise for heavy machinery brands CAT and Palfinger, national spare parts distribution, finance, and transport and logistics support solutions.

When operating as Gough Group, the existing enterprise resource planning (ERP) system had failed to deliver the operational improvements originally expected. With extensive customisations to the core system, it was costly to run, difficult to manage and impossible to scale. The system would need expensive, continuous development to integrate with other new systems and processes that were being implemented across the business.

“Replacing the existing ERP system became an essential organisational imperative. Given the strategic importance of the new system, the proposed go-live date was scheduled with an aggressive deadline,” said Taylor. Partnering with DXC, the Gough Group opted to go to the cloud with Microsoft Dynamics 365.

“Gough Group chose DXC to be our partner because they aligned with our values. We ran an extremely agile project, and DXC was able to provide quality consultants, best-practice thinking and deep solution knowledge to challenge us on our processes,” says Taylor.

Working with DXC, the Gough Group prioritised delivery of required functionality using Microsoft’s comprehensive out-of-the-box capabilities. Within small teams, the Group rapidly identified the necessary functionality to go live and to meet the aggressive timeline.



Together, DXC and the Gough Group identified 76 functionality gaps, which were systematically and collaboratively reduced to 14 gaps for launch. Prioritisation to maximise the use of the standard version of Microsoft Dynamics 365, along with the expertise of the DXC team, helped accelerate the Gough Group's transformation.



The new system went live on schedule, 114 days after launch. The success of go-live was felt immediately, from Day 1, as the system was faster than the previous system.

Within days of the rollout, the Group saw rapid, positive improvements to the customer experience. The team had better interactions, could serve customers faster and were able to locate stock more effectively.

Customer orders took only 4 steps instead of 20 steps. In the first week, a report arrived from the warehouse showing that they were able to receipt products in just 25 minutes. Previously, the warehouse processes took an hour to receipt a product.

Steps for success

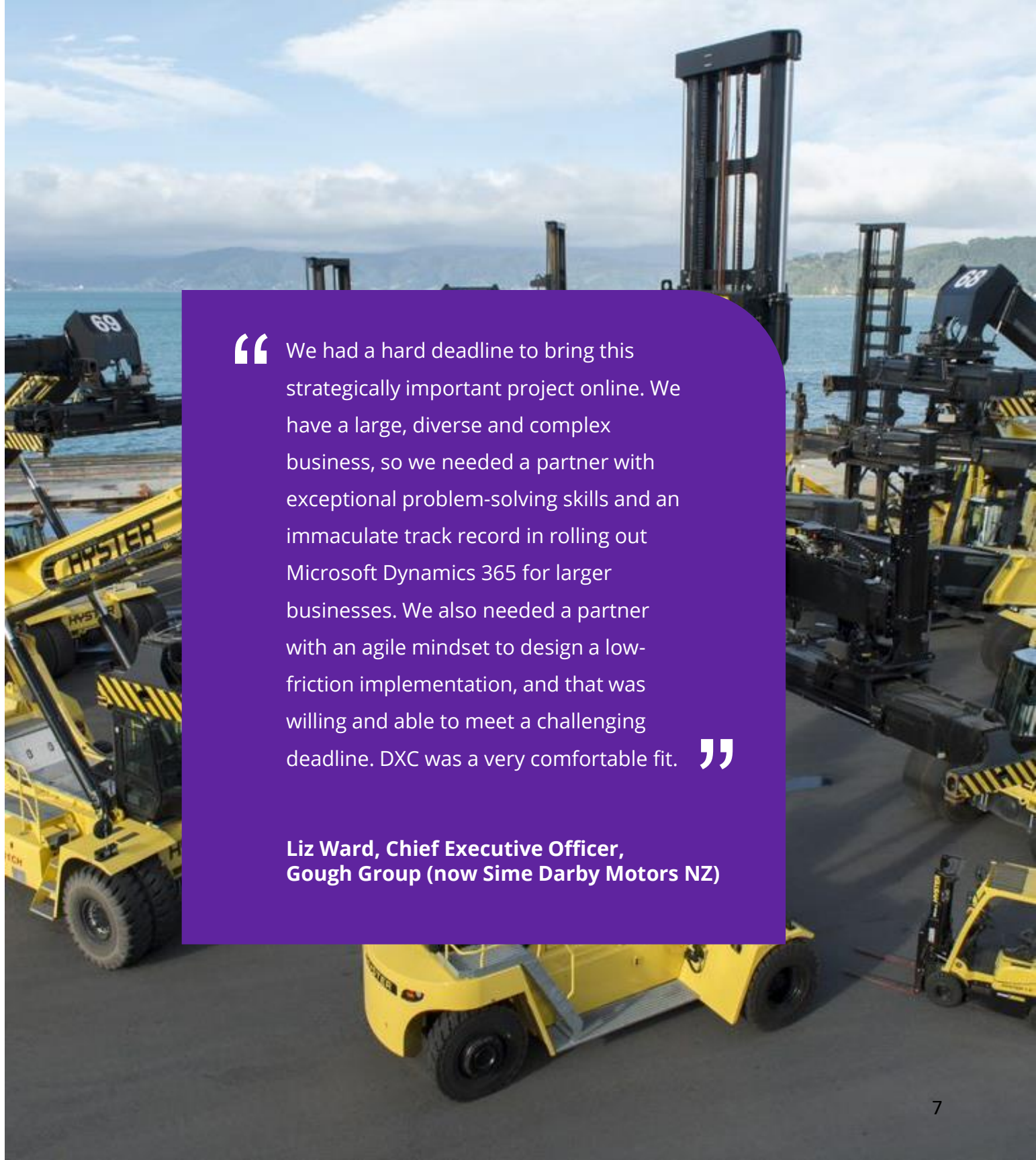
1. Use new out-of-box functionality – avoid costly and usually unnecessary customisations
2. Automate with PowerApps to accelerate functionality
3. Adopt a project approach that is most compatible with maintaining uninterrupted operations
4. Identify efficiency gaps and eliminate unnecessary steps to increase value and improve user adoption
5. Determine which functionalities are essential for go-live and which can be rolled out at a later stage- users can only manage so much change at any one time
6. Build your plan against a long-term strategy that ultimately enables seamless integration across every department
7. Have fun!!

The Microsoft Dynamics 365 solution architecture delivered a faster, less complex operating environment for customers and Gough team members, which helped improve the customer experience almost immediately. The Microsoft solution also supports our future digital transformation, innovation and growth plans.

Our next step is to do more with customer engagement. Power BI is a real game changer for delivering reporting on performance and insights to the business. With Microsoft Dynamics 365 in the cloud, we did an upgrade only three weeks after go-live, which brought new functionality immediately.

This puts IT into a regular rhythm, having new functionality and features that we can take back to the business to continue to deliver value," says Taylor.

The new solution is being used to roll out a fully integrated and streamlined platform that includes a Human Resources Information System (HRIS), Demand Forecasting, Warehouse Management (WMS), Business Intelligence (BI), Field Service applications and a modern Point of Sale (POS) system.



“ We had a hard deadline to bring this strategically important project online. We have a large, diverse and complex business, so we needed a partner with exceptional problem-solving skills and an immaculate track record in rolling out Microsoft Dynamics 365 for larger businesses. We also needed a partner with an agile mindset to design a low-friction implementation, and that was willing and able to meet a challenging deadline. DXC was a very comfortable fit. ”

**Liz Ward, Chief Executive Officer,
Gough Group (now Sime Darby Motors NZ)**

Customer Story – IR

Simplify and modernise

“ We also had to simplify our business processes, work seamlessly across the globe and have a single source of truth in the business. We wanted to move to the cloud to help us collaborate and work together in the future. ”

Naheen Mahbub, Group Financial Controller, IR

IR is the leading global provider of user experience and performance management solutions for payments transactions and collaboration systems. The organisation creates value through its real-time, scalable and extensible hybrid cloud platform and deep domain knowledge to optimise operations of mission critical systems, improving user experience through intelligent and actionable insights. It enables many of the world’s largest organisations to simplify complexity and provide visibility over systems that allow them to transact and collaborate.

When IR’s existing Enterprise Resource Planning (ERP) was reaching end of life, the organisation worked with DXC Technology to modernise its applications and optimise its IT, with an upgrade to Microsoft Dynamics 365.

IR is the leading global provider of user experience and performance management solutions for payments transactions and collaboration systems. The organisation had been using Microsoft Dynamics AX 2009 for nearly 10 years. In 2019, the organisation was going through a transformation of its security and privacy framework and found its ERP system was near end-of-life. With a finance team spread out across the globe, its on-premise system was slowing down processes, causing lag and drain on collaboration and teamwork.

Naheen Mahbub, group financial controller of IR said, “As we embarked on an internal transformation, we found that IR needed to retire a lot of legacy systems and processes and introduce modern applications that would enable our finance team to function better.”



Solution

IR had reviewed its privacy and security framework and used this opportunity to evaluate its 30-year old business processes and decided to simplify its IT. Already familiar with the Microsoft platform, IR decided to move to Microsoft Dynamics 365. IR selected Microsoft because it was a modern system that enabled its finance team to work seamlessly out-of-the-box and deliver a whole new cloud-based ERP system.

“We wanted to simplify our system and our processes. In our previous environment, we had a separate general ledger system, our own bespoke timesheet system, a separate purchase order and purchase requisition system and we were on a very different project management system as well. We wanted to move from having all these diverse, unintegrated systems to a single system that was organically integrated by being one product and Microsoft Dynamics 365 ticked all the boxes for us,” explains Mahbub.

“Change management was a big component of this project. We engaged our Board and had an executive sponsor so we could clearly articulate the changes being made, why they were important and how they would move the business forward in the future. Our goal was to simplify and then add lightness and having a cloud-based solution has proved to be invaluable for us,” he adds.

Outcomes and benefits

IR went live with Microsoft Dynamics 365 in March 2020 and saw instant outcomes. “It had become evident that working with an on-premise solution was causing lag and drain on the way we work together, across time zones. We also needed to protect our financial information and ensure we were meeting modern day requirements. With a new normal of working in 2020, a cloud solution enabled our teams to overcome the challenges of working remotely with an on-premise solution. The finance team was able to log into systems remotely and complete daily tasks and important business processes no matter where they were working from,” explains Mahbub.

With an integrated, data-driven system in Microsoft Dynamics 365, IR has been able to improve speed, and increase agility within the business. Microsoft Dynamics 365 has significantly accelerated IR’s finance team’s response time and created a more transparent and effortless experience for its employees. “We’ve started using purchase requisitions and POs within Microsoft Dynamics 365 and that has allowed us to have a really seamless end-to-end purchase to pay journey. Our staff are not moving between systems, there’s a lot of correlation there that you can flow transactions forward and back through the process.”

Mahbub adds, “Having a cloud solution has turned out to be invaluable. We’ve moved from having multiple, distinct systems into having Microsoft Dynamics 365 to do all of our work for us. One of the biggest challenges that we had in the past was that we were manually integrating systems and so we had people in finance reconciling multiple systems through spreadsheets. Having a single system and having the traceability through the system to simply click through has really helped us in terms of time savings.”

IR's decision to work with DXC stemmed from the requirement for a partner who has a deep understanding of the Microsoft Dynamics application as well as the global scale to deliver the outcomes needed. This partnership continues to deliver on-going value and business benefits.

"In terms of choosing a partner, DXC has the expertise and leadership in Microsoft Dynamics 365. They have a global footprint and could deliver on that scale.

The team's track record of provisioning end-to-end solutions was both evident and proven. DXC brought strong capabilities for technical implementation and functional consulting and were able to provide insights and ideas on how we can simplify our processes and approach things.

During the project, the DXC team was highly professional and accessible in delivering our outcomes," said Mahbub.

IR's purpose throughout the project was to simplify and modernise their business applications and the DXC team helped deliver on that goal.

"The DXC team partnered with us through the project, always finding ways to simplify and deliver the outcomes we desired. They challenged our processes and provided examples of projects where the same outcome was delivered by staying out-of-the-box. Their deep experience with the Dynamics 365 solution and working with a large number of customers gave us the benefit of their insights and kept us on track to modernise and simplify," says Mahbub.

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**Naheen Mahbub, Group Financial Controller,
IR**

What you can expect with Microsoft Dynamics 365

With thousands of enhancements, take advantage of:

- Mobile-ready – no longer tied to desktop machines, you can run your business from anywhere.
- Browser-based and device-independent means that a much wider range of technology can be used to access your systems.
- Google Android and Apple IOS compatible – AX2012 is only Windows-based, limiting access from the most popular BYOB devices.
- Power BI-Embedded workspaces – near real-time analysis at your fingertips for accurate information to drive better decision-making.
- User-definable and role-based makes it much easier for users to use and administrators to manage.
- Dual Writes – complex integrations into CRM are no longer required – everything is seamless.
- Power App-ready – extend the functionality of Dynamics 365 without customisation – say goodbye to expensive and painful upgrades.
- Power Automate-ready – extend messaging and alerting of Dynamics 365, without customisation.
- Integrated with Dynamics 365 Sales, Marketing, Customer Service, Project Service Automation, Field Service and Human Resources to offer more functionality at any time.
- Built-in disaster recovery – no longer a headache for the business, your business continuity is managed by Microsoft and backed up by the security of Microsoft's Azure cloud.
- Performance managed by Microsoft – no hardware investment required, no data centre required, which frees up operating capital and allows your people to focus on high-value activities instead of IT support.
- Deep integration with Microsoft Dynamics Lifecycle Services (LCS) and Azure DevOps – everything is controlled via a portal, simplifying support.
- One Version compatible – always current, so there is no future big upgrade investment or disruption.
- No big upfront software investment – a monthly subscription makes budgeting easier.
- Easier to scale as your business grows – no need to re-invest in new hardware
- Easier to add ISV solutions to take advantage of innovative enhancements from a partner community of more than 300,000 Microsoft partners.



Endless possibilities for your business

Enhancements, new features and leading innovation are rolled out regularly, making Dynamics 365 the leading ERP solution available today. The following is a list of some of the benefits that can transform how you do business today:

Platform benefits

- Improve agility by dissolving barriers between critical business platforms and making your data work together.
- Improve productivity by combining ERP, CRM, Microsoft Office and additional apps into a single, cloud-based experience.
- Create a connected business to drive smarter processes and operations. Take advantage of the Internet of Things (IoT), AI, Robotic Process Automation (RPA), machine-learning and mixed reality to optimise people, processes and equipment.
- Gain end-to-end visibility into your operations and inventory to effectively manage capacity and consumption.

Financial benefits

- Run your business more efficiently across business geographies with financial process automation, encumbrance, budget control and financial planning and analysis.
- Close books faster and simplify global financial management with in-depth reporting capabilities, financial intelligence and embedded real-time analytics. Activate flexible and agile financial reporting that supports multiple legal entities and currencies in a single instance, which natively handles foreign exchange, and shortens end-of month processes.
- Increase profits and improve cashflow with machine-learning predictive recommendations and proactive guidance for timely customer payments.
- Get more done with role-based workspaces, Office 365 integration and predictive insights that let you automate and prioritise fiscal tasks.
- Thrive in a subscription-based economy, with automated recurring billing to easily adapt to new revenue recognition standards, reduce audit costs and accurately calculate and report your financial statements.
- Easily adjust to changing global financial requirements using a flexible, guided, rules-based chart of accounts and dimensions. Manage frequently changing regulatory requirements with no-code configurable tax, e-invoicing, payment and reporting formats.
- Improve cash flow by right-sizing inventory levels based on changing customer demand and capacity constraints.



Customer Service benefits

- Show sellers when and how customers interact with their emails, so they can be more proactive and responsive in their email communications.
- Tailor engagement based on contextual insights that recommend personalised talking points and next-best actions.
- Increase response rates through warm introductions from colleagues who are already emailing, meeting and collaborating with prospects.
- Improve conversion and win rates with lead and opportunity scoring based on advanced scoring models, to help identify customers most likely to convert and buy.

Supply Chain benefits

- Get a complete view of your supply chain across geographies and time zones when you integrate sales and purchasing with logistics, inventory, production, warehouse and transportation management.
- Automate and improve resource management across any workload, and track and manage your workforce, products, solutions and more.
- Improve on-time delivery by performing production planning in real time.
- Account for changing customer-demand, material availability and capacity constraints across multiple sites and warehouses.
- Streamline your procurement processes by using a single application for procure to pay.
- Manage contracts, onboard vendors, monitor on-time delivery performance and collaborate with external vendors.
- Reduce downtime of critical assets by automating field service operations so that the right resources are available at the right place, at the right time, so they can be proactively maintained.
- Optimise fulfillment and reduce costs by synchronising logistics across sites, warehouses and transportation modes.
- Increase product quality and customer satisfaction with integrated quality-control capabilities, and quickly identify and resolve issues through real-time, predictive insights.
- Get real-time intelligence about the health of your business with Microsoft Power BI warehousing analytics.

Getting started with DXC

We're here for the journey

With a migration to Dynamics 365, there has never been a better time to drive greater efficiency from your Microsoft Business Applications investment and DXC is here to support your transformation with experience and services to simplify the process.

There are two, primary options for moving from Dynamics AX to Dynamics 365. They both start with a short assessment as follows:

Option 1 - Migration Technical upgrade

This migration to Dynamics 365 is a technical upgrade, designed for those customers committed to migrating their historical data.

The Technical Assessment requires access to the prior version's system/environment with an average between 2 to 5 days effort to complete both the Technical and Functional assessments.

Option 2 - Site Re-implementation

This technical and functional assessment is designed for those customers who prefer to start fresh with a new environment and are eager to move to a more standardized, out-of-the-box solution.

A re-implementation will require a Technical Assessment to determine any modifications to be brought over from the prior version's environment.

A Functional Assessment will also be completed to validate the fit of the current business value chain to the current site implementation. This is designed to identify opportunities to optimise or change business processes to make them more relevant.

“ We wanted more than a partner who could simply implement technology. We wanted a true partnership, with a team able to work with us on evolving the infrastructure that drives the business. DXC brought outstanding technical skill, the global reach we needed, excellent talent and connections to Microsoft, which helped refine our five-year transformation strategy. We're really happy with how DXC have helped us.

”

Pravin Singh
Chief Information Officer
tna Solutions

Comparison: migration vs re-implementation

Our DXC team has experience with many AX sites and unique business requirements. While your site may be unique, it's always good to have some understanding of what is possible at your site. Below you will find a simplified comparison of the options available for the migration from AX to Dynamics 365 versus the choice for a re-implementation.

Much of the decision will depend on your current version of AX and the complexity of your existing customisations.

Versions	Migration Path	Re-Implementation Suggested	Risk to Technical Upgrade	Upgrade/Migration Assessment
AX 4	No upgrade path Via AX2012 R3 (only from AX4.0 SP2 and SQL Server DB, not recommended)	Yes	Downtime duration required for running more than one code and data upgrades, during the go live weekend eg. Going from AX4.0 to D365 needs 2 code and 2 data upgrades, and time is dependent on size of databases	Technical Assessment <ul style="list-style-type: none"> • Check level of customisations / ISVs / Integrations • Quality & quantity of customisations • Database size Functional Assessment <ul style="list-style-type: none"> • While upgrading, there are limited chances to change business processes, this should only be done post upgrade to keep upgrades simple.
AX 2009	No upgrade path Via AX2012 R3(from AX2009 SP1, not recommended)	Yes		
AX 2012	No upgrade path Via AX2012 R3	Yes (potential Technical upgrade for low customisation environment)		
AX 2012 R2 & R3	Yes	TBD		



Your Dynamics 365 cloud journey – what’s involved

Each project is unique, but we follow a logical series of 5 steps to get you to the cloud:

Step 1

Request a Dynamics 365 ‘discovery session’ through your account manager. This session introduces the key players in your organisation to all the possibilities available to you within Dynamics 365. The session enables you to see how your business can take advantage of the hundreds of new features in the software.

Step 2

We will assign an expert team to review your integration and reporting requirements. They will conduct a technical and functional assessment of your existing system, using Microsoft Dynamics Lifecycle Services (LCS) tools to examine all customisations. This allows us to scope the effort and associated cost that will be involved in implementing a cloud transformation.

Step 3

Once you decide to move forward, we do all the heavy lifting. We simply require a small team of your in-house experts to help us understand how your existing systems are being used so that we can begin to design efficiencies, while understanding what software needs to be retired.

Step 4

We will walk you through each stage, including recommendations for removing any existing customisations. Dynamics 365 is already equipped with many new features that you will want to take advantage of. We will also recommend process changes to further optimise and streamline organisational efficiencies.

Step 5

Build the new solution in an off-line system and present it to your team. Gain buy-in and excitement prior to go-live. Complete knowledge transfer and migrate data.

A compelling reason for action

After Microsoft Dynamics 365 is implemented, there will be no need for a major migration again. The platform will continuously update and your organisation will always receive the latest releases and security features.

A few years ago, there were only minor differences between Dynamics AX and Dynamics 365 – the cloud was essentially the main distinction. Today, however, the differences are significant. The Dynamics 365 platform is vastly more secure and flexible, gathering and analysing enormous amounts of data while automating repetitive tasks.

At the same time, the implementation of Dynamics 365 doesn't cause massive upheaval. It doesn't require onerous training. It is not a complete re-write – it is, simply, a necessary evolution.

DXC is your trusted partner in helping you evaluate whether Dynamics 365 is right for you and which option is the best fit for your business.

Contact us today to begin with a discovery session. Let's envision your future together.



About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission-critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organizations trust DXC to deploy services across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. Learn more about how we deliver excellence for our customers and colleagues at www.dxc.com.

For more information visit www.dxc.com/au/en/practices/microsoft
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