Company Type

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.

Result

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 for the process for the QuickBooks version the customer was using. 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 wouldn't 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.

Selection of Dynamics 365

The customer was preparing to migrate to Dynamics 365 Business Central ERP after having researched the various options available to them. The ERP solution is superior to QuickBooks Desktop in many ways.

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. As a cloud-native solution, it is far more scalable and can accommodate the growing volume of transactions.

Challenges of Implementation

One of the primary reasons why migrating from QuickBooks Desktop to Dynamics 365 Business Central was challenging was that the process is not well documented. Additionally, the data exporter tool integrated into the Dynamics Online web portal can handle QuickBooks 2017 and 2018 and is not optimized for the QuickBooks Desktop the customer was using. All files attached to SO, PO, invoices, etc. were not migrated and needed to be moved manually.

The alternative was to import data from QuickBooks in Excel sheets and export it to Dynamics 365 Business Central. 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. This option was impractical for the customer as they had accumulated a large quantity of data.

Apps4Rent Assistance for Dynamics 365 Business Central Migration

The complexity of the migration necessitated the involvement of a migration expert. 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. This involved moving General Ledger, Customers, Vendors, and Items data into Dynamics 365 Business Central. 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 a 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.

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.