

Enable Seamless Expansion Across the Globe with 400+ Retail Locations

■ Client Overview

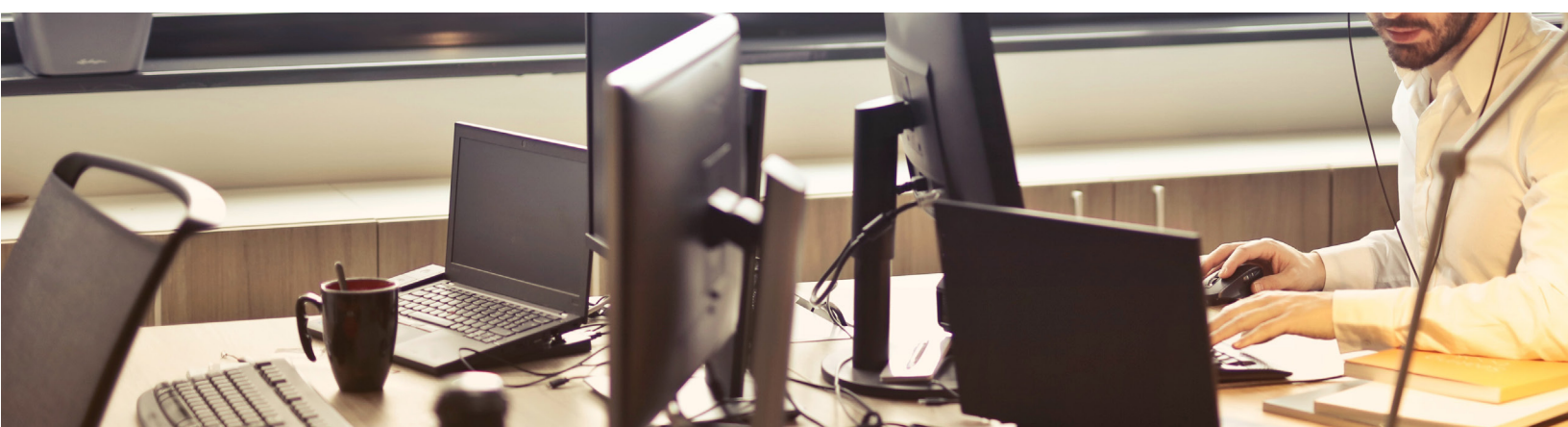
The client is a large hearing aid manufacturing company based out of North America and Denmark and doing retail business all over Europe, North America, and Australia.

■ The Challenge

Managing retail stores across the globe in different time zones and maintaining all the records is tedious. The client was expanding the business while addressing their day-to-day issues, such as:

- Managing more than 400+ retail stores in different time zones.
- Support and Roll out should go hand in hand without affecting any of them.

Hence, the client wanted to be systematic in maintaining roll out and support activities by migrating or upgrading from the legacy system to Dynamics AX with minimal/no down time and tracking all the retail sales and addressing support issues on priority.



■ The Solution

The whole POS functionality and business logic was written on Dynamics AX to use POS as a universal interface across the globe despite different rules in different countries. Using Dynamics AX 2012 gave the flexibility to develop solutions that support the Insurance domain along with Retail.

The extensive integration capability of Microsoft Dynamics AX allows for the integration of few of the legacy systems like Diary Management. The seamless business integration with Wholesale and Retail was made possible with multi company setup.

■ Benefits Delivered



Seamless operation across the globe



One unified solution for One Retail and One Wholesale



Accelerated implementation for roll out



12/5 support for multiple time zone



Seamless integration with third party tools



Easy upgrade/migration from legacy system



Reduced response time to end users



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