Outgrowing QuickBooks: A manufacturing company's journey to Dynamics 365 Business Central

Summary

Customer
Horizon Stone
horizon-stone.com

Industry
Stone veneer manufacturing

Location
Chattanooga, Tennessee, United States

Partners
ACE Micro (Microsoft Partner)
Insight Works (ISV)

Solution
- Microsoft Dynamics 365 Business Central
- Warehouse Insight

Results
- More accurate raw materials and yield data
- More accurate, timely finished goods reporting
- Backwards traceability through serialized finished goods
- More strategic picks, less customer warehousing
- Faster response to customer inquiries
- Alerts when wrong items are picked
- Better daily production and space decisions



ABOUT HORIZON STONE

Horizon Stone manufactures high-quality, long-lasting stone veneers that add value to residential and commercial projects, both interior and exterior. Horizon Stone manufactures their products in a 160,000-square-foot facility in Chattanooga, Tennessee, and their products are available through distributors across the United States.

THE LIMITATIONS OF QUICKBOOKS FOR MANUFACTURERS

Their current accounting system, QuickBooks, did not provide them with the necessary tools to accurately track raw materials consumption and finish good inventory, including serial numbers. As a result, Horizon Stone was limited in their ability to maintain the high quality of their products and meet the needs of their customers prompting the realization that they are outgrowing QuickBooks. Some limitations of QuickBooks for manufacturers include:

Limited inventory management capabilities: QuickBooks lacks raw material tracking and serialized finished goods management.

No support for bills of materials (BOMs): QuickBooks does not have native support for BOMs.

No support for production scheduling and forecasting: QuickBooks lacks tools for production scheduling/forecasting.

Limited reporting capabilities: QuickBooks lacks robust reporting for production metrics like on-time delivery, efficiency, and quality control.

No support for mobile devices: QuickBooks lacks the support for mobile devices on the warehouse floor to manage orders and track serial numbers.

THE QUICKBOOKS REPLACEMENT SOLUTION

ACE Micro proposed a two-phase solution: replace QuickBooks with Microsoft Dynamics 365 Business Central, and enhance Business Central's capabilities with apps from Insight Works.

1. Phase one: Integrating Microsoft Dynamics 365 Business Central: Microsoft Dynamics 365 Business Central is a comprehensive enterprise resource planning (ERP) solution that is designed specifically for small and mid-sized businesses. It offers a wide range of features and tools that can

help manufacturers manage and optimize their production processes, including:

Advanced inventory management: Business Central helps Horizon Stone track raw materials, serialize finished goods, and manage inventory in real-time.

Production scheduling and forecasting: Business Central includes built-in tools for production scheduling and forecasting.

Robust reporting capabilities: Business Central includes a range of customizable reports that help Horizon Stone track and analyze key production metrics.

2. Phase two: Fill the gaps with Warehouse Insight from Insight Works: Dynamics 365 Business Central streamlined Horizon Stone's manufacturing process, but a gap remained in the warehouse. Workers needed an efficient way to pick and ship products, tracking serial numbers for each order. To fill the gap, the Warehouse Insight app from Insight Works was integrated.

One way that Horizon Stone is using the Warehouse Insight app is with Honeywell CK65 mobile computers to pick orders and track serial numbers in Business Central.

Warehouse workers are able to access Business Central pick tickets from the mobile device and fill orders by scanning products, including serial number information, directly into Business Central.

THE QUEST TO FIND AN ALTERNATIVE TO QUICKBOOKS

In the case of Horizon Stone, they reached out to ACE Micro, a Microsoft partner, to identify a new solution and guide them through the process of integrating that solution into their business operations.

THE RESULTS OF REPLACING QUICKBOOKS

The integration of Business Central with the Warehouse Insight app from Insight Works has enabled Horizon Stone to increase accuracy in their business operations.

- Increased accuracy of production data: Horizon Stone now has a greater understanding of its raw materials consumption and yield.
- Improved quality control: Horizon Stone now has processes in place to report finished goods more accurately and timely.
- Better tracking: The serialization of finished goods inventory has allowed Horizon Stone to have backwards traceability that was previously impossible.
- Improved order fulfillment: Horizon Stone has become more strategic in its approach to creating picks and reducing "customer warehousing" in the shipping area.
- Improved customer service: By having access to more accurate and up-to-date operational data, Horizon Stone now responds more quickly and effectively to customer inquiries and requests.
- Reduced errors: Business Central and the Warehouse Insight app reduce errors because the mobile devices will notify workers when wrong materials or inventory items are picked.
- Better production decisions: Improved visibility into demand, production, and safety stock levels allows Horizon Stone to make more informed and strategic decisions about daily production and warehouse space utilization.

About Insight Works

Insight Works is a Microsoft Dynamics 365 Business Central ISV (independent software vendor) specializing in warehouse management, manufacturing, and productivity solutions. With a portfolio of apps available on Microsoft Marketplace, Insight Works helps distributors, manufacturers, and wholesalers extend Business Central to fit the way they actually work. Learn more at insight-works.com.

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