Melco and OESD modernize operations and adopt Microsoft Dynamics 365 Business Central SaaS

Summary

Customer
Melco International and Oklahoma Embroidery Supply and Design (OESD)
melco.com

Industry
Commercial and home embroidery equipment and supplies

Location
United States

Business Central Version
Business Central SaaS

Partners
ArcherPoint (Microsoft Partner)
Insight Works (ISV)

Solution
- Microsoft Dynamics 365 Business Central
- Dynamic Ship

Results
- Legacy databases consolidated into one
- Customizations migrated without incompatibilities
- Real-time rate shopping and carrier integration added

ABOUT MELCO INTERNATIONAL AND OKLAHOMA EMBROIDERY SUPPLY AND DESIGN (OESD)

Melco International and Oklahoma Embroidery Supply and Design (OESD), subsidiaries of BERNINA International AG, produce, sell, and distribute products into the commercial embroidery and home embroidery business segments. Melco sells commercial embroidery solutions, including software, embroidery machines, and a range of supplies that support commercial production, and OESD sells a range of embroidery designs and supplies for the home embroidery market.

THE CHALLENGE

So many businesses have been experiencing rapid growth over the last decade and one of the challenges has been modernizing operations with the right software solution. A sign of effective leadership and management excellence is finding experienced business partners.

Melco International and Oklahoma Embroidery Supply and Design (OESD), subsidiaries of BERNINA International AG, are two sister companies that fall into this category and chose to upgrade to Microsoft Dynamics 365 Business Central SaaS.

Both companies offer eCommerce on their websites and have been experiencing tremendous growth for years now. A big problem for both companies has been their reliance on legacy Enterprise Resource Planning (ERP) software that the companies have been running for over ten years. Both companies were using legacy Microsoft Dynamics NAV versions and needed to modernize business software and processes to keep pace with their expected growth.

Challenges with their legacy ERP software included business process integration with other business divisions and continuous operational costs for hardware related to servers and databases. Melco ran Dynamics NAV 4.3 and OESD was on version 3.6, and the OESD database included data from three other legacy instances. Bottom line, the sprawling code base prevented simple business integration processes for two growing businesses.

THE SOLUTION

After consulting with the ArcherPoint upgrade team, Melco and OESD decided to move to Microsoft Dynamics 365 Business Central SaaS. The decision centered around the ability to scale their business efficiently across multiple business divisions within BERNINA.

1. Dynamic Ship: Besides a successful database migration, a big benefit to Melco and OESD is the addition of the Dynamic Ship add-on from Insight Works.

Dynamic Ship offers a range of options, including real-time rate shopping for shipping, tight integration into carrier services, and handheld scanning features to build and scan packages in Business Central, to name a few. Both Melco and OESD leverage BERNINA Group's numerous global businesses and need robust functionality that can offer operational efficiencies around distribution.

2. AR Collections and eBiz: Further optimization comes by way of the AR

Collections and eBiz Add-Ons. The eBiz functionality offers numerous billing features, such as automating payment collections and running a range of transactions in Business Central. And AR Collections can track your accounts receivables collection efforts, track contacts with past due clients, and expected payment dates.

CONSOLIDATING LEGACY DATABASES IN BUSINESS CENTRAL SAAS

By choosing Business Central SaaS, Melco and OESD were able to consolidate the companies' databases into one with ArcherPoint's help. These legacy databases included a considerable amount of data and the ArcherPoint team was able to migrate all the customizations, while not creating any incompatibilities inside the consolidated database.

RESULTS: ONE BUSINESS CENTRAL SAAS PLATFORM

- Melco and OESD were able to consolidate the companies' databases into one with ArcherPoint's help.
- The ArcherPoint team was able to migrate all the customizations, while not creating any incompatibilities inside the consolidated database.
- Dynamic Ship added real-time rate shopping for shipping, tight integration into carrier services, and handheld scanning features to build and scan packages in Business Central.

"We wanted to remove hosting infrastructure, so we could focus on our ERP software and easier integration for distribution. Each business is unique within our organization, but the goal is to have one common ERP platform and leverage it across the multiple businesses." **Jordan McCroskey, President of OESD and VP of Marketing for Melco, OESD and Melco**

WHAT'S NEXT

Melco and OESD modernization efforts are part of a bigger move across all business units within BERNINA. Organic or acquisition growth is always a challenge for businesses but recognizing the right software to harness a growing business is essential for success. With digital technology transforming all industries, essential partnerships are helping many companies like Melco and OESD move forward and embrace the future.

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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