

How South Coast Lumber Updated Their Operations

Microsoft Dynamics Case Study

South Coast Lumber realizes operational effectiveness and cost savings through implementing Microsoft Dynamics 365 for Finance & Operations

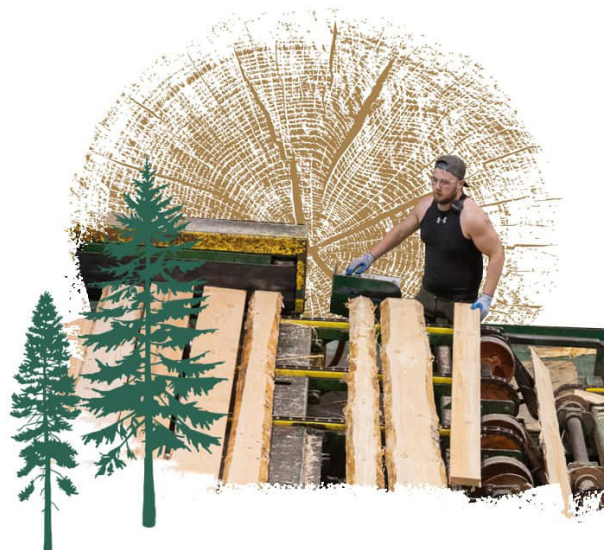


South Coast Lumber Realizes Operational Effectiveness and Cost Savings Through Implementing Microsoft Dynamics 365 for Finance & Operations

South Coast Lumber (SCL) is a privately held, family-run timber business based in Brookings, Oregon. They are vertically integrated with substantial acreage, operating divisions in lumber, plywood, and engineered wood spread over three manufacturing facilities.

Despite the size of their business, SCL was still working with various custom green screen software packages that were built for them decades ago. These were not integrated with SCL's financial system, resulting in a significant amount of business being conducted on paper. Realizing the need for a quickly scalable cloud-based software foundation, they hired SSNW to implement Microsoft Dynamics 365 Finance & Operations.

Employing Microsoft SureStep's gated standard ERP implementation methodology with iterative CRPs, we built and customized the Dynamics platform, including a few select third party solutions and Finance & Operations add ons to handle the specific knots and flows of the timber industry.





Challenges

SCL's custom green screen software was unintegrated with their financial system (Microsoft Great Plains) and required constant fixing that necessitated dependence on two aging contractors. These systems required a lot of manual mapping and onboarding, with warehousing partly being conducted on paper. Great Plains itself was also a local system, requiring the company to pay for servers that they then moved to a cloud network. Compounding these issues, Great Plains was being phased out of Microsoft's support platform. These issues meant that SCL's systems required a complete overhaul, with much of their legacy software being replaced by D365's ready-made solutions.

Our approach was to:

- Fully integrate the interface and workflows of three core divisions and locations
- Provide a flexible, scalable infrastructure with limited need for supplemental systems and customizations
- Perform transformation while maintaining current operations

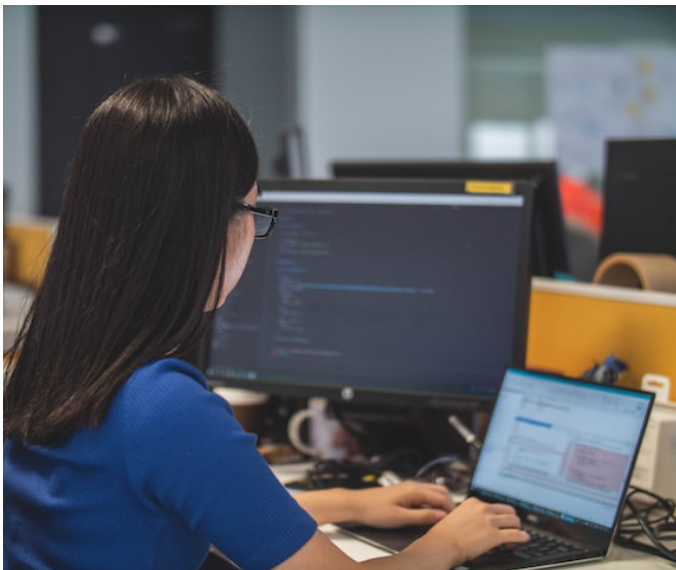
Solutions

SSNW's team was kept small and organized around Microsoft SureStep's standard gated implementation methodology. This allowed for a clear, staggered timeline gated along well-defined stages. Within these stages, the Conference Room Pilot (CRP) methodology was used, involving users and Business Systems Analysts in the tooling process

While all custom green screen software was replaced by D365's in-house functionality, a few third-party integrations were brought over. The result was a greatly reduced and better managed software footprint.

That includes:

- Implementation of Microsoft Dynamics 365 Finance & Operations as cloud-based ERP platform with customizable third-party add-ons
- Minimal replacement of existing third-party integrations due to heavy customization
- A train-the-trainer model for managers and senior staff

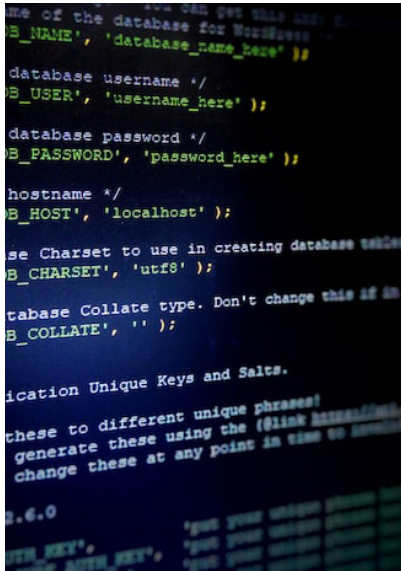


Software Plan

Microsoft Dynamics 365 Finance & Operations (F&O)



- Provides a strong financial foundation and supply chain management capabilities
- Provides a robust cloud platform for future enhancements
- Provides a user-friendly mobile platform
- Allows for better inventory management, providing a platform for handheld scanners
- Microsoft's One Version services application and platform updates remove significant burden from IT resources.



Third-party integrations

- Paragon — log scaling system
- BOP — homegrown order-to-cash
- Finance & Operations add ons
- BizAX
- Custom software made in-house at SSNW, designed on and for the D365 platform
- Provides positive pay, automatic bank reconciliation, and unique lockbox capabilities
- With lockbox, automates financial processes relating to check payment, cutting down on delay and overhead



Results

Toward the end of the project, SSNW helped create training materials, which combined with our train-the-trainer model implemented during the CRP sessions. The project went live in 2018.

SCL is currently considering a second phase, expanding D365's asset management capabilities to include SCL's manufacturing operations and retiring remaining legacy software currently handling those processes.

- Realized significant reduction in costs and risk
- Realized shifts toward automated workflows
- Freed up manpower to focus on gestalt processes
- Through training, provided a competitive structural advantage for all employees

Get Started with Dynamics 365 for Finance & Operations

D365 for Finance & Operations is an excellent solution for your business if you are on the larger side and need to integrate your processes on one platform. At SSNW, we love this solution for businesses who want a secure option for remote work as well, which is growing more and more popular these days. Microsoft D365 is billed at a monthly rate, depending on the number of users you have, and can easily be scaled up or down to fit your business's changing needs. Finally, if you are currently using other Microsoft products, this solution provides smooth integration. It is a great choice for growing businesses that want to streamline complex operations, improve the employee experience, analyze data to minimize risk and increase revenue.

If D365 for Finance & Operations sounds like a smart investment for your business, partner with a company that specializes in implementing ERP systems on time and on budget. At Strategic Solutions Northwest, we work with many companies to provide back office outsourcing. We take pride in setting up solutions that work for enterprises.

Visit us at www.ssnwllc.com and let us get to work for you.





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