



 Microsoft Dynamics 365

# Dynamics Migration & Support

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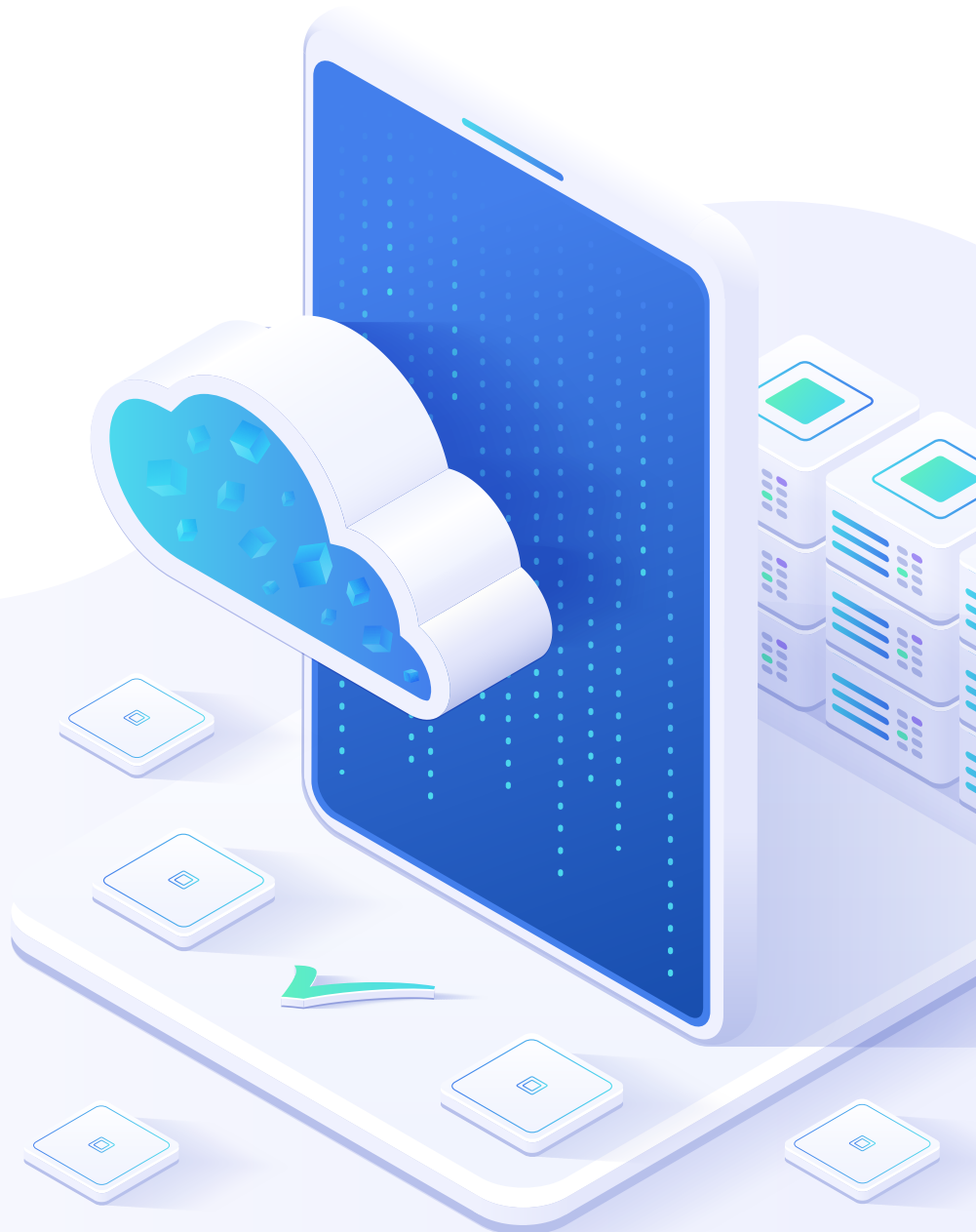
[www.hexaware.com](http://www.hexaware.com)

## Introduction

Legacy applications have been the backbone of different business functions throughout all these years. However, with limited functionality and flexibility, legacy applications are now gradually being phased out.

Microsoft Dynamics 365, being on cloud allows organizations to save costs and boost profits by leveraging the capabilities of the platform to make smarter decisions, foster relationships, streamline processes, enhance security, teamwork, innovation and much more.

Let us take a deeper look into  
why you need to migrate to  
**Microsoft Dynamics 365 today!**



## Operational Resilience

The objective of any organization is to continue providing business services in the face of adverse operational events by anticipating, preventing, recovering from, and adapting to events like the COVID-19 pandemic.

Microsoft Dynamics 365 has built in Machine Learning to automate operational processes that help in closing your books faster, and simplify your global financial and supply chain management to improve cashflow. Get in-depth data-driven insights into your customer needs and behavior to digitally transform your processes and establish meaningful relationships.

These capabilities lets your organization be better prepared for adverse operational events and encourages employees to spend less time on manual tasks and more on strategic goals that drive business results.

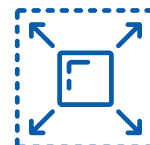
Microsoft Dynamics 365 includes industry accelerators that have powerful connected experiences designed to support common existing business needs across specific industries.



## Scalability

Flexible business models are essential to respond to changing market demands. You need an enterprise system that lets you modify essential business models with ease, accuracy, and confidence. The overall ERP system in your organization must be scalable without too much requirement for customization to help you and your company achieve fast track growth.

Microsoft Dynamics 365 is designed as a series of plug-and-play business apps. As you grow and your business needs to evolve, you have an option to extend the system. As a Dynamics 365 user, you can pick and mix the apps that best fit your business, without any disruption or inconvenience.



## Agility and Speed

With the COVID-19 pandemic driving organizations to rapidly adapt, we have seen a growing need for operational agility across the whole enterprise. Delays in collecting and understanding information can result in delayed or incomplete decisions with unwanted or inefficient consequences.

Microsoft Dynamics 365 is seamlessly integrated with Microsoft Office 365, Power Platform (PowerBI, PowerApps, Power Automate, Power Virtual Agents) & Microsoft Azure Services. All these tools now work together in a single environment, accelerating collaboration and speed.



## Product Vendor Support Management

Microsoft Dynamics AX has evolved over time and has been catering to multiple customers across industries with new features and functionalities. However, Microsoft has announced end dates for Dynamics AX support (mentioned below), and is more focused on Dynamics 365 suite of products.

Product	Mainstream Support End Date	Extended Support End Date
Dynamics AX2009 and prior	Not Supported	04/12/2022
Dynamics AX 2012	Not Supported	04/12/2022
Dynamics AX 2012 R2	Not Supported	04/12/2022
Dynamics AX 2012 R3	10/12/2021	01/10/2023

This could be a potential risk to the business as neither non-security hotfixes nor regulatory updates will be available for the Dynamics AX product as part of the extended support.

Microsoft Dynamics 365 is hosted on cloud and leverages capabilities of Microsoft Azure, the built-in disaster recovery and 24/7 technical support to ensure cyber security and protection of workloads and data.



# Choosing your migration strategy

Selecting a migration strategy most suited to your business and technology landscape, can be a challenging prospect. Read on to find out different factors influencing your decision, as well as our recommendation.



## Technical Upgrade

This means that the data and modifications on your current AX environment are converted into a new Dynamics 365 environment.

### Advantages:

- Usually faster and less time consuming
- Suitable for businesses where time or money play a significant role in the migration journey
- Less training is required

### Challenges:

- Business process improvement may not be realized right from Day 1
- There is no opportunity to rationalize data and processes

## Re-implementation

This means that the selected data and modifications on your current AX environment are migrated into a new Dynamics 365 environment.

### Advantages:

- Opportunity to remove redundant modifications
- Redesign data to better reflect your business processes and optimize daily functioning

### Challenges:

- It is quite intensive. Key users and subject matter experts need to invest time in design workshops, user acceptance and end user trainings
- This approach takes more consulting power to redesign processes, configure the new system, write specifications & manage change to meet the needs of multiple stakeholders. As a result, time and cost heads may increase

## RECOMMENDED BEST PRACTICE

A clear migration strategy based on your current landscape does help in mitigating challenges in the form of time or cost overruns and strengthening your business case as well.

The first step would be to check when the initial implementation of Dynamics AX was done (along with version). For example, in case you are in AX 2009 and prior, reimplementation would be the best strategy to review. If you are in Ax2012 R2 and higher with minimal customization, technical upgrade would be a better option. However, an in-depth study of your current systems would be required to actually choose the migration strategy best suited to your organization.



# Possible challenges in your migration journey

While we have seen numerous advantages or benefits of Microsoft Dynamics 365, Migration or Upgrade can be a daunting and challenging prospect. Read on to find out different pain points that organizations may typically experience.

**Post Migration Support**

One of the key challenges faced post migration is to reduce the cost of steady state support and train business users to get an understanding of Dynamics 365 system.

Ideally, there should be clear planning for post-implementation activities around, or before your UAT. This is the best time to be putting together a strategy that allows you to test the ROI of the people, technology, and the processes.

**Migration Validation**

Understanding different magnitudes and many facets of migration is not simple, and you would often need an in-depth view of the current system, and procedures to overcome the challenges. It becomes even more cumbersome in case you are migrating from an older version of Dynamics ERP.

Since migration involves heterogeneous data, improper translation may lead to loss of data and can result in increased costs.

It is important to keep in mind to explore various scenarios, to offset any risk that may be faced later. You must also look to utilize a platform that successfully links the critical inputs and outputs from each of the stages to help reduce errors and save time and money.

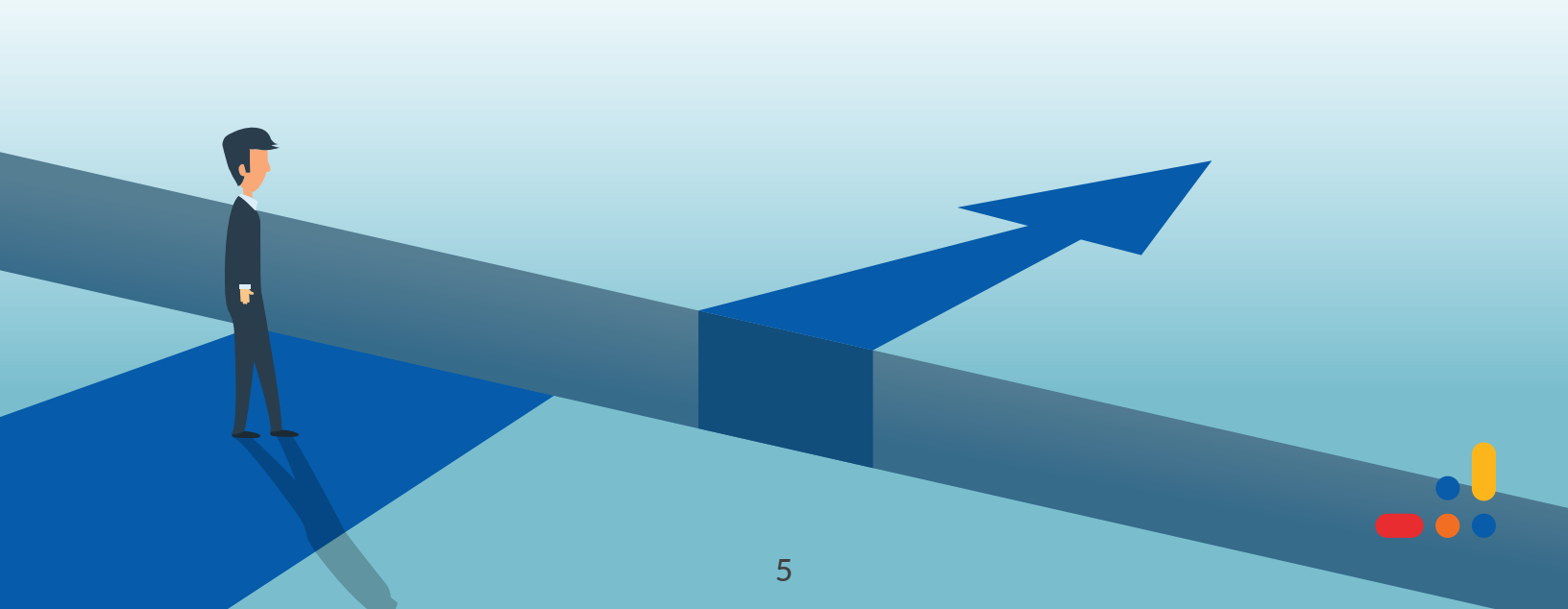
**Time and Cost**

The most common (and logical) challenge that comes up is with timelines and cost estimates for a Microsoft Dynamics 365 migration. In such a scenario, timeline and cost discovery is needed up front and putting it in a range becomes of paramount importance.

The time and cost landscape varies across different organizations depending on:

Size of company	No of users	DB size
Customization	EDI and Integration	Volume of Transaction

Thus, estimating time and cost is a complex process which needs involvement of different stakeholders across the organization.



# Best Practices & Guidelines for Migration

It is important to analyze the extent of customizations and its usage in the current ERP system to make the time and costs clear from the outset of migration.

A best practice around this would be to prepare a clear process map which details the complexities of the current solution, and then produce a future-state map of the new version, which gives a good view of the time and costs estimates for the migration. It is advised to identify and remove obsolete configuration, data, reports and perform data cleansing before migration. A pre-migration assessment would also help provide an estimated cost and timeline migration strategy based on complexity and usage of current customization.



Carrying out Microsoft Dynamics 365 migration, configuration, and customization to meet the users' need is winning only half the battle. Migration validation is crucial for giving users the right head-start to use the application.

Migration validation is one of the crucial steps post-migration. A few guidelines to help you in your migration journey:



Test your migration with the volume of data from the production environment helps you cover a broader range of responsibilities



Tests for the worst-case scenarios helps you stay prepared



Reconciliation activities aids in validating and bridging the gap between the old data and the new

Self-service L1 service desk and shift left approach helps to reduce steady support cost, post-implementation

These steps can significantly help reduce support cost post-implementation:

Automatic ticket management and service fulfilment for L1 tickets



Bot framework to resolve L2 basic service requests via L1 help desk



Automatic generation of periodic review reports



Lean team to address L2 and L3 tickets





# Hexaware's Dynamics Migration and Support solution

## Post Migration Support

Hexaware's L1 service desk is a self-service framework over chat bot to resolve basic requests like

- User maintenance
- Request or approval for Role access
- Output of ad-hoc queries
- Navigational steps
- Automatic ticket management and service fulfilment for L1 tickets
  - Automatic generation of periodic review report
  - 360 view of Support ticket logged
  - Monthly and quarterly report
  - Updates to users on new releases, features and functionalities

## Streamlined Pre-Migration Assessment Task

Hexaware has published self-service Dynamics 365 Finance & Operation Upgrade/Migration Assessment app that helps the customer gain below key insights from their current Dynamics AX system:

- Extent of customizations in current system
- Deprecated features that need to be re-designed before deployment
- On-prem ERP DB size with usage and scope of cleansing activities
- High impact functional process/module that needs extensive testing
- Estimated timeline and cost

The self-assessment is followed by a customized solution workshop. The workshop delves deeper into the technology landscape, reviews the reports generated from the assessment and gives below insights:

- Overall maturity level of the AX system and fit gap analysis with D365
- Scope to decommission existing customization with new feature of D365
- Best migration approach and validation steps
- Clear project plan with various phases to be executed along with migration validation

## Automate Migration Activities

Hexaware's migration & upgrade offering helps automate below tasks performed as part of migration:

### Code Upgrade:

- Auto retro fitment of around 70% of your AX custom object to upgrade it to Dynamics 365 Finance & Operations code base
- Supports code upgrade for AX2012 R2 and prior versions (not available currently with Microsoft)
- Identification of all custom components of AX during assessment phase that can be upgraded to D365 F&O code base per code standard and deployed in testing environment. Helps in faster migration execution by ~40%

### Data Migration:

- Extract data from your Dynamics ERP and map it to D365 data entity for import
- Automation approach helps in mapping data from AX environment to D365 data entity along with pre-build project to run recurring import job in D365 to load the data.

### Testing validation:

- Automated testing services, validating data post-migration becomes easier with lesser time and cost involvement
- Deployable reports for key transactions both in AX and D365, helping in measuring accuracy, reducing testing cycle time by 50%



# Why Choose us?

## Accelerated Migration

- Self-service automated assessment leading to faster execution for migration by up to 50%\*
  - Faster migration with automation of repeatable tasks by almost 30-35%
  - Migration validation with automated testing services
- \*against standard available Microsoft assessment



## Better Quality of Migration

- Reduction in customizations in the process flow, thus eliminating errors and making it an easily repeatable task
- Automated migration execution and adherence to SLAs with best-in-class frameworks



## Reduced Cost of Migration

- Automation of repeatable tasks leads to an approximate effort reduction of 30-35% and brings down the cost of migration
- L1 service desk helps in reduction of post-migration support costs





## About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Human-Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything®, Cloudify Everything®, Transform Customer Experiences®'.

We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Hi-Tech & Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run Cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.

Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

Learn more about [Hexaware at https://www.hexaware.com](https://www.hexaware.com)

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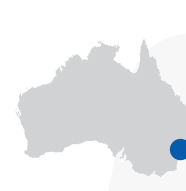
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### Safe Harbor Statement

Certain statements in this press release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.