

MICROSOFT DYNAMICS AX

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A COMPREHENSIVE ASSESSMENT AND ROADMAP HELPS A UTILITY PLAN FOR BUILDING A RELIABLE, SCALABLE CONTACT CENTER OF THE FUTURE.

A proven and thorough software selection approach and Microsoft Dynamics AX system design sets the course for scalable growth, operational excellence, cost reduction, and more.

THE CLIENT.

The client consists of two leading manufacturers of high precision machine parts, complex assemblies, and replacement parts for corporate, regional, commercial, and defense aircraft. Together, the two businesses represent a highly trusted aerospace supplier with significant scale and strong projected growth from \$200-400 million.

MICROSOFT DYNAMICS AX TO SUPPORT GROWTH GOALS.

The client required that its new ERP system be designed to:

- ◆ Establish master production scheduling and materials requirements planning capabilities that did not exist in the companies' existing systems
- ◆ Increase visibility of and better manage purchasing, manufacturing, capital expenditures, sub-contract operations, and assembly for parts and raw materials with long lead times
- ◆ Synergize the two companies through the creation of common operating processes and performance measurements
- ◆ Consolidate financial reporting across the organizations
- ◆ Reduce overall operating costs

WEST MONROE PARTNERS BROUGHT SUBSTANTIAL ERP SOFTWARE SELECTION AND IMPLEMENTATION EXPERTISE, INCLUDING TEAM MEMBERS WITH EXPERIENCE IN COMPLEX, MULTI-SITE MANUFACTURING AND ASSEMBLY ENVIRONMENTS.

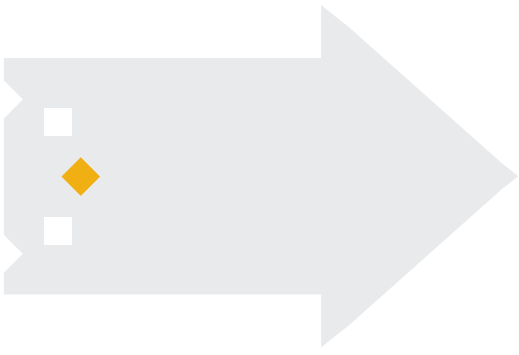
FROM BUSINESS REQUIREMENTS TO VENDOR SELECTION AND SYSTEM DESIGN.

For assistance, the client turned to West Monroe Partners, which had performed IT due diligence and business process assessment work in conjunction with the acquisitions. West Monroe Partners brought substantial ERP software selection and implementation expertise, including team members with experience in complex, multi-site manufacturing and assembly environments. West Monroe Partners also offered advanced planning and scheduling experience with specific knowledge of the aerospace and defense industry.

A thorough and proven process for the software selection and system design, distilled across hundreds of similar software selection projects, incorporated a high degree of organizational involvement to achieve buy-in and an appropriate fit with business needs. The phased software selection and system design approach included:

Alignment.

West Monroe Partners first collaborated with the project sponsor and steering committee to define selection knockout criteria and obtain project charter sign-off. The project team then reviewed both companies' business processes, including order to cash, procure to pay, plan to produce, recruit to retire, and plan to action. It also worked with the companies' business leaders to define future-state business requirements, identify synergies, and utilize the team's ERP software vendor and aerospace expertise to research potential software vendors extensively.



ENTERPRISE SOLUTIONS

Definition.

During this phase, West Monroe Partners worked with several software vendors to facilitate an understanding of the client's system requirements. The project team prepared a detailed demonstration script and gathered sample data from the two companies' operations. Finally, the team created a vendor scorecard, held vendor interviews, and conducted a plant tour.

Evaluation.

West Monroe Partners prepared the client participants for the ERP vendor demonstrations, facilitated demonstrations, and worked with client executives to grade the finalists. Additionally, the project team constructed initial deployment (both software and hardware) and ongoing operating costs over a three-year period, enabling the client to make an "apples-to-apples" comparison of the total cost of ownership (TCO) for each of the software vendors.

Negotiation.

West Monroe Partners provided advisory services to the client in order to negotiate pricing and finalize contracts with the selected ERP software vendor. The project team also created an implementation strategy and work plan that includes tasks, timelines, and team roles and responsibilities.

Design.

The implementation team led several business process workshops to successfully develop a Microsoft Dynamics AX blueprint design that encompassed both businesses' detailed functional and technical requirements. During these workshops, the team incorporated both system and industry best practices into a uniform, scalable design for the current businesses and one that could accommodate future acquisition targets. Steering committee sign-off on the design and an implementation work plan provided the client the confidence it needed to complete a more cost-efficient implementation.

With expanding commercial fleets in Asia (and globally), growing demand and affordability of business jets, aging fleets of commercial airlines, and original equipment manufacturers (OEMs) outsourcing to a smaller group of trusted partners, aerospace suppliers must be able to support demanding production schedules, stringent quality requirements, and sustainable growth.

Through its work with West Monroe Partners, the client has a competitive advantage with its standardized and streamlined future state business processes, and it is well trained to

West Monroe Partners is an international, full-service business and technology consulting firm focused on guiding organizations through projects that fundamentally transform their business. With the experience to create the most ambitious visions as well as the skills to implement the smallest details of our clients' most critical projects, West Monroe Partners is a proven provider of growth and efficiency to large enterprises, as well as more nimble middle-market organizations. Our more than 0-0 consulting professionals drive better business results by harnessing our collective experience across a range of industries, serving clients out of offices across the United States and Canada.