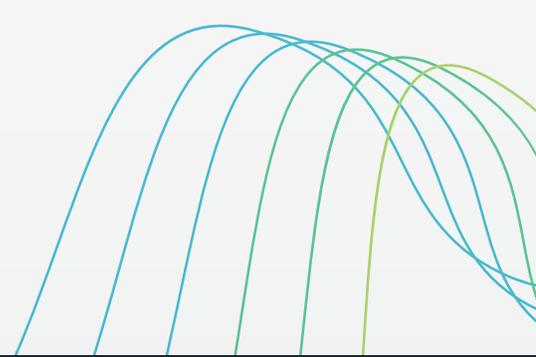


CASE STUDY

Western Canada Marine Response Corporation (WCMRC) Optimizes Operations with a Seamless ERP Upgrade



KEY HIGHLIGHTS:

TIME SAVINGS

Implementation of automated processes, resulting in significant reduction of time spent on manual tasks.

IMPROVED ACCESSIBILITY

Enabling mobile access for over 200 employees.

CUSTOMIZED SOLUTIONS

Seamless integration of third-party systems like DOC Link and TAG, tailored to specific operational needs.

ELIMINATION OF PAPER USAGE

Auto-routing functionality for journal entry approval, allowing the finance department to go paperless.



LOCATION:

Canada

INDUSTRY:

**Environmental
Response**

THE CLIENT:

Western Canada Marine Response Corporation (WCMRC)

WCMRC is a key player in ensuring marine safety by responding to oil spills along Canada's coastlines. With a focus on quick response times and comprehensive coverage, WCMRC operates a sophisticated network that demands efficiency and reliability in every aspect of their operations.

The Challenge

WCMRC had been relying on an outdated on-premises version of Microsoft Dynamics NAV, which was no longer meeting the organization's growing needs. As the push from Microsoft to move to cloud-based solutions intensified, WCMRC recognized the necessity to upgrade to Microsoft Dynamics 365 Business Central. This upgrade would ensure continued support and provide access to advanced features that were previously unavailable, such as enhanced automation and mobile capabilities.

However, the complexity of WCMRC's operations, which included multiple third-party systems like DOC Link (document management) and TAG (asset management), presented significant challenges. These systems had to be seamlessly integrated into the new ERP environment to avoid disruptions and maintain operational continuity.



The Solution

After evaluating various partners, WCMRC chose EFOQUS for their upgrade project. The decision was driven by EFOQUS's reputation for exceptional customer service, as well as their competitive pricing and local presence in Canada.



Working with a smaller, local company like EFOQUS has been great. They know our team by name and provide customer-focused service that's hard to find."

Suman Lalari, Controller, WCMRC

CUSTOMIZED DYNAMICS 365 BUSINESS CENTRAL SOLUTION

EFOQUS leveraged their expertise in Microsoft Dynamics 365 Business Central to create a customized solution for WCMRC. The project was planned and executed in phases:

- ✓ **Planning and Scoping**
EFOQUS collaborated closely with WCMRC's leadership to map out the project timeline, identify risks, and develop mitigation strategies, ensuring alignment on expectations and deliverables.
- ✓ **Development and Customization**
EFOQUS configured Microsoft Dynamics 365 Business Central to meet WCMRC's needs, including setting up automated workflows like journal entry approvals, and customizing the platform for improved bank reconciliation and job modules.
- ✓ **Integration of Third-Party Systems**
EFOQUS integrated critical third-party systems, including DOC Link and TAG, despite delays from vendors. Through persistent collaboration and thorough testing, they ensured seamless functionality by the go-live date.
- ✓ **Testing and User Training**
Comprehensive user acceptance testing (UAT) identified and resolved issues before deployment. EFOQUS also provided extensive user training, enabling WCMRC's team to fully utilize the new system from day one.
- ✓ **Go-Live and Post-Implementation Support**
EFOQUS conducted a mock go-live of the new system, ensuring a smooth transition with minimal disruptions. Post-implementation, they continue to offer prompt support and training, maximizing WCMRC's use of the new ERP system.



FUTURE-PROOFING WITH ONGOING ENHANCEMENTS

Beyond the immediate implementation, EFOQUS and WCMRC are exploring additional enhancements to the system. This includes potential Power BI integrations to further improve reporting capabilities. EFOQUS's proactive approach in suggesting these enhancements demonstrates their commitment to not just meeting current needs but also preparing WCMRC for future growth and challenges.

“The technical knowledge at EFOQUS is outstanding. They taught us how to handle issues ourselves, which means we're not constantly dependent on external help.”

Suman Lalari, Controller, WCMRC

The Results

The collaboration between WCMRC and EFOQUS delivered many significant improvements that addressed immediate challenges while positioning WCMRC for sustained efficiency and growth. The benefits of the project were evident across several key areas:

ENHANCED EFFICIENCY

The upgrade to Microsoft Dynamics 365 Business Central introduced several automation features that drastically reduced the manual effort previously required in WCMRC's processes. One of the standout improvements was the automation of journal entry approvals. Before the upgrade, WCMRC's finance team relied on printing and manually routing journal entries, which was time-consuming and prone to delays. With the new system, this process became fully automated, leading to a paperless environment and significant time savings. This automation allowed the finance team to focus on more strategic tasks rather than getting bogged down in routine administrative work.



IMPROVED ACCESSIBILITY AND MOBILITY

One of the major benefits realized from the transition to the cloud-based Dynamics 365 Business Central was the enhanced accessibility for WCMRC's workforce. The new system enabled over 200 employees to access critical information and perform tasks remotely, which was not possible with the previous on-premises solution. This newfound mobility allowed WCMRC's teams, especially those in the field, to operate more efficiently. Whether responding to an environmental incident or managing daily operations, employees could now update and retrieve data in real-time from any location, using any device. This significantly improved the speed and accuracy of decision-making across the organization.



SEAMLESS INTEGRATION WITH THIRD-PARTY SYSTEMS



Despite the complexities involved, the integration of third-party systems like DOC Link and TAG into the new ERP environment was a success. This was a crucial aspect of the project, as these systems are integral to WCMRC's operations. The seamless integration ensured that there was no disruption to WCMRC's critical processes, such as document management and asset tracking. The challenges encountered during the integration phase were met with proactive problem-solving by EFOQUS, resulting in a smooth transition that maintained WCMRC's operational continuity.

SIGNIFICANT TIME AND COST SAVINGS



The transition to Dynamics 365 Business Central resulted in measurable time and cost savings for WCMRC. The automation of previously manual processes reduced the time spent on administrative tasks, allowing employees to allocate their time more effectively. Additionally, eliminating paper processes in the finance department contributed to a reduction in material costs and a positive environmental impact.

“ *The new automation capabilities, especially in journal entry approvals, have been fantastic—our finance team has essentially gone paperless, which is a big win.*

Suman Lalari, Controller, WCMRC

The project also delivered cost savings by reducing the need for system upgrades and maintenance that were necessary with the outdated on-premises solution. With the cloud-based system, updates could occur automatically, without the need for extensive downtime or additional expenditures. This shift not only reduced the total cost of ownership but also ensured that WCMRC always had access to the latest features and security updates.

FUTURE-READY FOUNDATION



Finally, the upgrade positioned WCMRC on a future-ready foundation. The new system not only met their current needs but also provided a scalable platform that could grow with the organization. WCMRC is now exploring additional functionalities, such as enhanced reporting through Power BI, which will further empower them with data-driven insights.



The EFOQUS Experience

In addition to the benefits their new Business Central solution delivers, WCMRC found the experience of working with EFOQUS provided the ‘deep exhale’ feeling they were missing with previous partners.

ENHANCED CUSTOMER SERVICE AND RESPONSIVENESS

WCMRC’s experience with EFOQUS marked a significant improvement in the level of customer service compared to their previous ERP partner. EFOQUS’s responsiveness, particularly during critical moments, stood out.

“

EFOQUS recognized the importance of urgent issues and resolved an EFT issue within 24 hours—something we were not used to with our previous partner.”

Suman Lalari, Controller, WCMRC

This high level of service cultivated a strong partnership between WCMRC and EFOQUS, with WCMRC valuing the personalized attention and quick resolution of issues. This also included proactive communication, regular updates, and a commitment to keeping WCMRC’s team informed at every stage of the project.

ENHANCED CUSTOMER SERVICE AND RESPONSIVENESS

The project’s success was also due in large part to the streamlined project management approach taken by EFOQUS. Despite the complexities and unexpected challenges, such as the delays caused by third-party integrations, EFOQUS managed to keep the project on track. Their ability to adapt to changing circumstances, while maintaining clear communication with WCMRC, ensured that the project was completed with minimal disruption.

The careful management of the go-live phase ensured that WCMRC experienced a smooth transition, with all major issues resolved within two weeks of going live. The mock go-live conducted prior to the actual launch was a key factor in identifying and addressing potential issues early, allowing for a virtually flawless deployment.

“

Despite the complexity of integrating third-party systems, the entire upgrade process was super organized, and EFOQUS ensured we went live at the right time.”

Suman Lalari, Controller, WCMRC

The Impact of a Strong Partnership

The partnership with EFOQUS has been a resounding success for WCMRC. The organization not only achieved its primary goal of upgrading its ERP system but also gained a more efficient, integrated, and user-friendly platform. The project was a testament to the importance of choosing the right partner—EFOQUS's commitment to customer service and technical expertise made a significant difference in the outcome.

With ongoing support from EFOQUS, WCMRC continues to optimize its operations and explore new functionalities, including potential Power BI integrations for enhanced reporting capabilities.



About EFOQUS

Trusted Microsoft Dynamics 365 Business Central Solutions Partner EFOQUS eliminates the hassle SMBs and enterprise organizations face with custom ERP extensions while increasing the agility, capability, and scalability of essential systems. EFOQUS takes the time to understand your unique business to deliver business solutions that enable a 'deep exhale' while helping you achieve more.

EFOQUS truly empowers you to take full advantage of your technology, while helping you extend the life and increase the value of your investment in Dynamics 365 Business Central ERP. Take that 'deep exhale' -- get in touch today to achieve more at info@efoqus.ca.



EFOQUS

See How You Can Exhale More Deeply by Working with EFOQUS

✉ info@efoqus.ca | 🌐 www.efoqus.ca