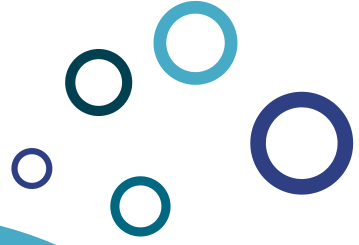# How to succeed with your international Dynamics 365 implementations

- A guide for multi-site companies

Content

NAVIGATING INTERNATIONAL ERP TRANSFORMATION

Implementing standardized software solutions across borders poses significant challenges.

However, with the right strategy and methodology, an international Dynamics 365 implementation can be a seamless and successful endeavor.

This ebook explores the key challenges in an international ERP implementation and outlines essential processes for success.

It also highlights the benefits of implementations and introduces Pipol's robust services tailored to international and local Dynamics 365 implementations.

**MORTEN POULSEN
MANAGING DIRECTOR
PIPOL A/S**
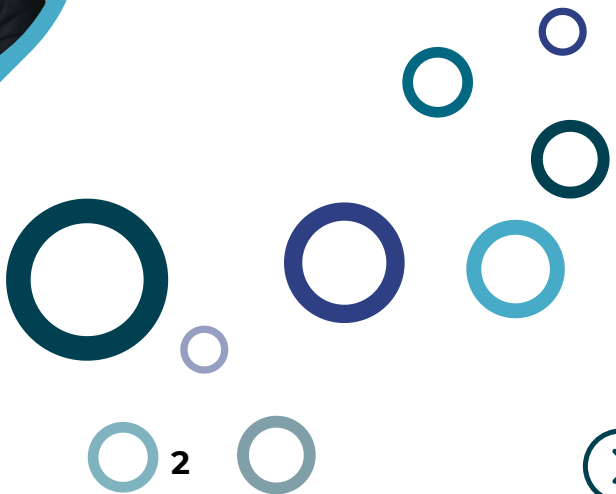
CHALLENGES IN INTERNATIONAL ERP IMPLEMENTATION

1. Cultural and language barriers

Implementing ERP systems across multiple countries introduces challenges related to diverse cultures, norms, and languages.

Miscommunication and conflicts can arise, which makes it crucial to adapt user training, documentation, and interfaces to accommodate various linguistic and cultural contexts.

2. Legal and regulatory compliance

Each country has its own unique set of laws and regulations governing business practices.

It is essential to ensure compliance with these diverse requirements to avoid legal penalties, fines, or operational disruptions.

3. Data migration and integration

Transferring data from legacy systems to the new ERP platform demands meticulous planning.

Differences in data structures, formats, and quality across countries necessitate careful execution to prevent data loss, corruption, or inconsistencies.

FOLLOW THESE PROCESSES FOR SUCCESSFUL INTERNATIONAL ERP IMPLEMENTATION

1. Project planning and management

Develop a detailed project plan outlining the scope, objectives, timeline, resources, and responsibilities.

Assign a dedicated project team with representatives from different regions for comprehensive coverage and effective communication.

2. Cross-functional collaboration

Establish cross-functional teams with representatives from various departments and regions to ensure alignment with organizational goals.

Regular collaboration and open communication are vital to address challenges and capture valuable insights.

3. Needs assessment and customization

Conduct a thorough needs assessment to identify specific requirements of each location and business unit.

Customize the ERP system to accommodate regional processes, regulations, and languages while maintaining a standardized core.

FOLLOW THESE PROCESSES FOR SUCCESSFUL INTERNATIONAL ERP IMPLEMENTATION

4. Data preparation and migration

Plan and execute data preparation and migration activities meticulously to ensure accuracy and integrity.

Establish data mapping and integration strategies for smooth migration and ongoing synchronization.

5. Change management and user training

Develop a change management strategy addressing cultural differences.

Provide comprehensive training to users across different regions to ensure effective utilization of the ERP system.

6. Localization and compliance

Engage legal and compliance experts to ensure adherence to local regulations.

Adapt processes to align with local legal frameworks while maintaining overall system integrity.

KEY BENEFITS OF INTERNATIONAL ERP IMPLEMENTATION

1. Standardization & centralization of business processes

International ERP implementation enforces consistent workflows, reducing redundancy, and minimizing errors.

This leads to streamlined operations and simplified compliance with industry regulations.

2. Improved visibility and data accessibility

A unified data repository provides improved visibility into operations and enables better decision-making.

Real-time access to accurate data facilitates responsive decision-making at all levels.

3. Enhanced collaboration across global teams

International ERP implementation fosters collaboration and communication among global teams, which promotes a seamless exchange of information and ideas.

4. Scalability and Flexibility for Global Growth

Designed to accommodate international expansion, ERP systems allow for consistent processes and data management. The flexibility of the system enables swift adaptation to changing business needs.

PIPOL'S IMPLEMENTATION SERVICES

Local Dynamics 365 Implementation

For organizations managing the overall implementation strategy, Pipol acts as a subcontractor in local countries.

Whether applying Dynamics 365 Localization Packages or covering compliance and business features, Pipol's services ensures adherence to local regulations and standards.

International Dynamics 365 Implementation

Pipol offers a centralized international delivery framework that simplifies planning and allows for multiple rollouts across sites and countries.

With one global contract, Pipol ensures that services are adapted to each subsidiary's needs in terms of language, time zone, and rates.

Services include project management, partnerships, full deployment, and the capability to take on any international Dynamics 365 implementation.

The Pipol Model

- One **Solution**
- One **Delivery**
- One **Contract**
- One **Team**
- One **Contact**

WHY CHOOSE PIPOL?

Finding the Right Partner

As part of Microsoft's industry-leading partner ecosystem, Pipol offers expert guidance and international project management for Dynamics 365.

With a global presence and extensive experience, Pipol ensures functional competencies and support for customers worldwide.

Succeeding with cross-border Dynamics 365 implementations requires a strategic approach that addresses challenges, and leverages the expertise of experienced partners like Pipol's.

By implementing standardized - yet flexible - solutions, businesses can streamline operations, enhance collaboration, and achieve scalability for sustainable global growth.

Let us help you!

Pipol and BE-terna group

Pipol is a company within the BE-terna Group, one of Europe's leading integrators of business software solutions. Pipol operates as an independent brand within the BE-terna group and handles all international Microsoft Dynamics 365 consultancy, implementation, and support.

BE-terna is part of the Telefónica Tech Group.

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