Illinois based Kitchen Equipment manufacturer engages Alletec to upgrade from NAV 2009 to D365 Business Central

Customer Highlight

- Cook's Direct, in business from last 22+ years, specializes in heavy-duty kitchen equipment and supplies, helping in foodservice operations running smoothly

- As a one-stop restaurant supply store, selling an extensive range of quality kitchen supplies from hundreds of the leading restaurant suppliers and manufacturers, Cook's Direct sells through multiple sales channels including Amazon and eCommerce portal/s

- Serving restaurants, catering operations, schools/colleges cafeterias, corrections, hospitals, and direct consumers

"The Alletec project team has done a great job, thanks to their hard work and dedications to the NAV to D365 Business Central upgrade project.
Thank you for your team's support and efforts throughout the BC upgrade project and made this smooth and successful."

Executive Summary

Cook's Direct was using legacy NAV 2009 ERP until year 2020. The system had mutiple complex customizations, custom integrations and add-on solutions, developed and implemented over the years. With growing business requirements, IT resource dependencies, missing cloud capabilities and the limitations to work and expand along with legacy unsupported NAV 2009 - were proving to be huge challenge. As the primary system for all business users, the ERP needed a Business Operational transformation as well as IT modernization.

Cook's Direct decided to migrate to D365 Business Central, and benefit from its modern UI, dashboard, integration capabilities and the addon solutions required to address business requirements. Alletec adopted Hybrid Upgrade model to move from NAV to D365 Business Central, which required migrating select historical data, custom solutions and integrations to Business Central. The project was executed remotely, well within the planned budget. The hybrid agile project execution helped the team adapt to the situations and take corrective actions much quicker than the traditional Waterfall implementation. D365 BC proved to be the much needed Modern, Unified, scalable and Intelligent system for Cook's Direct.

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Challenges

- Legacy applications (including NAV 2009) - out of support from Microsoft

- Years of customizations – many unclaimed, unwanted, and obsolete customizations

- Very limited and Unsupported Add-on Solutions – while Cook's didn't have many options, they had to compromise with the ISV Add-on offerings, pay the yearly fee still couldn't use their upgraded versions

- Unable to adapt cloud technology and Microsoft stack applications

- Limited enhancement and integration capabilities – unable to budget for and define ERP roadmap

- NAV 2009 had single-tier architecture - security risks due to the ability of users to customize anything themselves

- Missing Web browser of Table interface in NAV 2009 – machine dependency, the limitation for mobile and remote working users

- MIS and reporting limited to those in NAV, consumption of BI tools like Power BI seemed difficult

Customer Satisfaction	Easy Management
Enhanced Productivity	Efficient & Effective

Solutions

- D365 BC On-Premise Implementation

- Custom Integration with Amazon Market place

- Choose from a variety of ISV Add-on solutions, available in Microsoft App source

- BI Reporting through Power BI

- Selected and optimized custom solutions

Benefits

- D365 BC becomes a foundational platform for Digital Transformation

- Moved from highly customized to ISV Add-ons and standard apps based integrated solution – ease of choice

- Extensions based customizations and ISV Add-Ons – intact core solution layer, quicker custom code, and solution deployments resulting in cost savings

- Advantages of being Cloud ERP – seamless integration with Office 365 applications and Power BI

- 3 Tier architecture, profile access, and dashboard – a well secure system

- Standard Web Browser and Table client – machine independence, un-interrupted remote working, a huge benefit during Covid lockdown

- Well definable IT Roadmap for continued transformation with budgets

- User-friendly and intuitive interface – ease of use

- Improved operational efficiencies

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