

Building a unified digital core

A global manufacturer drives efficiency and visibility with Sonata’s Microsoft Dynamics 365 transformation



Summary

A global manufacturing leader specializing in mining equipment manufacturing and services along with construction chemicals partnered with Sonata Software to modernize its enterprise operations by upgrading from Microsoft Dynamics AX 2009 to Dynamics 365 Finance & Operations. The transformation of standardized business processes, enhanced cross-regional visibility, and improved warehouse efficiency — all built on a scalable, cloud-based foundation designed to support future growth and innovation.

Customer overview

The client is a mining equipment manufacturing and services along with construction chemicals enterprise with a global presence across APAC, North America, and Europe, and an annual revenue exceeding USD 600 million. Renowned for its expertise in mining and construction equipment manufacturing and services, the company operates multiple facilities serving diverse industrial sectors that demand consistency, quality, and operational excellence. With an expanding global footprint and rising operational complexity, the organization recognized the need to unify systems, streamline workflows, and adopt a modern ERP platform capable of supporting end-to-end digital transformation.

Pressure points

As the enterprise continued its global expansion, its legacy ERP system, Microsoft Dynamics AX 2012, began to pose serious operational challenges. Multiple regional deployments created inconsistent data structures, fragmented processes, and maintenance burdens. The system’s heavy customizations limited agility and scalability, while Microsoft’s end of support for AX 2012 added urgency to the modernization effort.

Key challenges included:

- Disconnected ERP instances across geographies leading to inconsistent data and reporting.
- Limited scalability and flexibility to adapt to new business requirements.
- Imminent end-of-support for AX 2012 creating operational and compliance risks.

- High maintenance overhead due to extensive customizations.
- Inability to leverage modern cloud capabilities and advanced analytics.

Solution highlights

Sonata Software partnered with the organization to implement Microsoft Dynamics 365 Finance & Operations (D365 F&O) as a unified, cloud-based ERP solution. The transformation aimed to centralize data, standardize operations, and enhance global visibility across production, procurement, sales, and finance.

Key solution components included:

- Advanced Warehouse Management (WMS)** for seamless inbound and outbound goods movement, improving logistics and throughput.
- Demand forecasting and planning models** to optimize inventory levels and reduce stock variances.
- Cloud-based data repository** for centralized access, real-time analytics, and improved decision-making.
- Custom process enhancements** tailored to the company’s manufacturing workflows, ensuring alignment with operational best practices.

The implementation not only unified global business functions but also established a scalable ERP foundation ready for future technologies such as AI-driven analytics and process automation.

Results that speak volumes

The modernization initiative delivered measurable operational and strategic benefits across global operations.

Key outcomes included:

- Enhanced warehouse and logistics efficiency through automation and real-time tracking.
 - Improved visibility across production, finance, and supply chain operations.
 - Streamlined reporting and faster month-end closures with reduced manual effort.
 - Standardized business processes across geographies, fostering operational harmony and scalability.
 - Strengthened data governance and compliance through centralized, cloud-hosted architecture.
- By modernizing its ERP ecosystem, the enterprise achieved new levels of agility, accuracy, and operational transparency-empowering its teams to drive innovation, efficiency, and sustainable global growth.