Case Study

Building a smarter backbone

Transforming contractor-focused retail with a unified digital core

The Modernization Engineering Company

SONATA
SONATA SOFTWARE

Summary

A leading contractor-focused retail division partnered with Sonata Software to modernize its operations by replacing outdated legacy systems with Microsoft Dynamics 365 Finance & Operations. The transformation streamlined financial and procurement processes, introduced real-time visibility, and embedded predictive automation—creating a future-ready digital foundation to support agile, scalable, and contractor-centric retail operations.

Customer overview

The client is part of a major U.S. retail and distribution network serving professional contractors nationwide. Known for supplying building materials, tools, and construction services through specialized retail outlets, the organization operates within a global footprint exceeding $157 billion in annual revenue. To keep pace with evolving contractor needs and a growing store network, the company sought greater operational agility, scalability, and innovation.

Pressure points

Legacy ERP systems restricted scalability and slowed operational workflows

Limited automation prevented real-time decision-making and predictive insights

A modern, cloud-based ERP platform is essential to support evolving contractor service models and retail operations

Manual processes across finance and procurement create inefficiencies and delays

On-premises hardware and software infrastructure increased maintenance cost and complexity

Solution highlights

Sonata Software delivered a comprehensive ERP modernization by migrating the client from AX 2009 to **Microsoft Dynamics 365 Finance & Operations**, integrating core retail and financial processes into a single cloud environment.

Unified financial and operational processes
Implemented modules for financials, tax, procurement, sourcing, and cash management

Real-time visibility
Introduced Power BI dashboards for automated reporting and operational transparency

Structured change management
Delivered a phased rollout across 14 stores to ensure smooth adoption and business continuity

Predictive automation with Microsoft Copilot
Enabled forecasting, intelligent process recommendations, and workflow acceleration

Low-customization architecture
Leveraged out-of-the-box Dynamics 365 capabilities to maximize scalability and reduce technical debt

Results that speak volumes

Operational efficiency
Eliminated on-premise infrastructure, reducing maintenance and upgrade overhead

Innovation acceleration
Integrated Microsoft Copilot to automate forecasting and enable predictive operations

Improved visibility
Real-time dashboards strengthened reporting accuracy and data-driven decisions

Greater agility
Established a cloud-based ERP platform ready for incremental retail and distribution innovation

Business impact

The organization now operates on a unified, scalable ERP foundation that enhances business agility and supports contractor-focused services. With automation, real-time insights, and modern cloud capabilities, the digital transformation empowers teams to deliver superior service while aligning seamlessly with broader modernization goals.