

# Crafting clinical precision

Improving ERP performance with a D365 F&O upgrade and Azure integration

The Modernization  
Engineering Company



## Summary

Sonata Software partnered with a leading global medical equipment manufacturer to enhance their Microsoft Dynamics 365 Finance & Operations environment across multiple countries. Through strategic migration from AX2009, seamless integration with SAP and Azure, and continuous production support, Sonata enabled improved operational efficiency and data visibility. The implementation delivered 15–20% efficiency improvement in operations while ensuring production stability through agile delivery models.

## Customer overview

A medical equipment manufacturing brand specializing in optical technologies, cameras and medical imaging equipment.

Headquarters	Employees	Presence
<b>Tokyo</b>	<b>34,000</b>	<b>30 countries</b>

## Pressure points

The client faced critical challenges in maintaining and enhancing their global Dynamics 365 F&O environment while ensuring uninterrupted operations across multiple entities.

Needed production support for ongoing global operations

Required timely handling of P2/P3 production issues

Enhancement of existing functionalities across global entities

Managing modifications of existing functionality with minimal disruption

They sought to achieve reliable production support, timely handling of P2/P3 issues, and the ability to enhance and modify business functionality without disrupting day-to-day activities.

## Solution architecture

Sonata initiated a comprehensive modernization effort beginning with the PIM integration into Dynamics 365 F&O, currently underway to streamline product information management. The team also established global Sales Order and Purchase Order integrations to unify operations across entities. Additionally, the Purchase Order module was upgraded from AX2009 to Dynamics 365 F&O, enabling the client to leverage enhanced capabilities and improved system stability.

Barcode modifications: Code 128 to GS-128 and Barcode to QR code in Commercial invoice report

Added new data entity for global and Japan sales reporting

Implemented Logic App to fetch customer and product data from Dynamics 365 F&O to Azure

Multiple field mapping in SAP I/F for AP across multiple entities

## Technology used

- Microsoft Dynamics 365 F&O
- Azure Data Lake
- Azure Logic Apps
- SAP Interfaces

## Results that speak volumes

2-week agile sprints enabling faster feature delivery

15–20% efficiency improvement in operations

Barcode and reporting modifications improved compliance and accuracy

Enhanced integration between SAP, Dynamics 365, and Azure for smoother cross-platform operations

Improved production stability with timely support for P2/P3 issues

Faster time-to-market and scalable architecture supporting future global rollouts