

Building blocks of digital success

Migrating a contractor-focused retail operations to Dynamics 365 F&O

The Modernization Engineering Company



Summary

A leading US-based contractor services retailer, operating as a division of a global home improvement giant, partnered with Sonata to modernize its legacy ERP landscape. Sonata migrated the client from Microsoft AX 2009 to Dynamics 365 Finance & Operations, integrating financials, procurement, tax, and cash management into a unified cloud platform rolled out across 14 stores. The engagement delivered a future-ready, scalable ERP foundation with real-time dashboards and AI-powered forecasting through Microsoft Copilot, significantly reducing manual processes and on-premise infrastructure costs.

Customer overview

A US-based retailer that specializes in selling building materials and supplies for construction and remodeling projects.

Industry
Retail and Distribution (Contractor Services)

Headquarters
California

Revenue
Part of a global home improvement group (~\$157B global revenue)

Pressure points

Legacy systems and manual-heavy operations were limiting the client's ability to scale and innovate. The existing infrastructure lacked the agility needed to support a growing, contractor-focused retail business and placed an ongoing financial and operational burden on the IT function.

Outdated legacy ERP (AX 2009) with limited scalability and agility

Minimal automation leading to inefficiencies across finance and procurement operations

Heavy reliance on manual processes with no real-time visibility into business performance

Costly on-premise hardware maintenance and upgrades straining IT resources

Solution highlights

Sonata leveraged its deep expertise in legacy Microsoft ERP environments to execute a structured migration to Dynamics 365 Finance & Operations, delivering a cloud-based, contractor-ready platform with minimal customization and strong change management support.

Migrated from AX 2009 to Dynamics 365 F&O, drawing on legacy platform expertise for a seamless transition

Integrated financials, tax, procurement, sourcing, and cash management into a single unified ERP system

Deployed out-of-the-box D365 capabilities with minimal customization to ensure scalability and ease of maintenance

Eliminated dependency on costly on-premise hardware through full cloud deployment

Rolled out the platform across 14 stores with structured change management and user adoption support

Enabled real-time dashboards via Power BI and integrated Microsoft Copilot for predictive forecasting and process automation

Results that speak volumes

Delivered a future-ready ERP foundation capable of supporting incremental Microsoft retail and distribution updates

Improved business agility and scalability for contractor-focused retail operations

Enhanced decision-making through real-time dashboards and improved data visibility

Strengthened operational innovation through Microsoft Copilot integration for predictive insights and automation

Reduced IT burden by eliminating dependence on on-premise hardware and associated maintenance overhead