BUSINESS CENTRAL FAQS SHEET

What is Dynamics 365 Business Central?

Dynamics 365 Business Central is a cloud-based enterprise resource planning (ERP) solution that provides businesses with a comprehensive suite of tools to manage their financials, supply chain, and operations.

What size organization is Business Central best suited?

Dynamics 365 Business Central is designed to be scalable and flexible, making it suitable for businesses of all sizes, including small and growing businesses.

How does Dynamics 365 Business Central differ from Dynamics GP and Dynamics Nav?

Dynamics 365 Business Central is a cloud-based solution that combines the best features of Dynamics GP and Dynamics Nav into a single, unified platform. It is designed to be more flexible, scalable, and accessible than either of these legacy systems.

How long does it take to implement Business Central?

The time required to implement Dynamics 365 Business Central will vary depending on several factors, including the size of the organization, the complexity of your business processes, and the number of customizations required. On average, a full implementation of Dynamics 365 Business Central can take anywhere from 3 to 6 months, or longer for larger or more complex organizations.

However, it is important to note that the implementation timeline can be impacted by several factors, such as the availability of resources, the readiness of your organization to embrace change, and the complexity of your integration requirements.

It is also worth considering that Dynamics 365 Business Central is designed to be a flexible solution, and it is possible to implement it in stages, starting with a basic implementation and gradually adding more functionality and customizations over time. This approach can help to reduce the overall time required for the implementation, while also allowing your organization to realize the benefits of the software more quickly.

How much time do I have to dedicate to an implementation?

The amount of time required to implement Dynamics 365 Business Central will vary depending on the size and complexity of the organization and the scope of the implementation project. However, here are some rough estimates of the time that might be involved in different stages of the implementation process:

Preparation: Before starting the implementation, you'll need to spend time gathering information about the organization's processes, workflows, and data. This could take several weeks or months, depending on the size and complexity of the organization.

Configuration and Customization: During the configuration and customization phase, users work with your TruNorth Dynamics consulting team to set up the system and make any necessary customizations. This could take several weeks or months, depending on the scope of the project.

Testing and User Acceptance: Once the system is configured and customized, users will need to spend time testing the system and getting user acceptance. This could take several weeks or a few months, depending on the size and complexity of your organization.

Go-Live and Ongoing Support: After the user acceptance testing is completed, Business Central will be ready for Go Live! However, there may be some ongoing time to support and maintain, as well as continuous improvement, needed over time.

What is "Go Live" and what happens after?

"Go Live" is a term used in software implementations to describe the process of moving from a testing or trial phase to a live, production environment. In the context of Dynamics 365 Business Central, Go Live refers to the moment when your organization switches from using its current systems to using Dynamics 365 Business Central as its primary system of record.

What happens after Go Live depends on a variety of factors, but typically includes the following steps:

Ongoing Support and Maintenance: Once Go Live is complete, the organization will continue to require ongoing support and maintenance to ensure that the system continues to function smoothly and to address any issues or bugs that may arise. This may involve working with your implementation partner or Microsoft support team.

Continuous Improvement: Dynamics 365 Business Central is a flexible and scalable solution, and it is common for organizations to continue to customize and improve the system over time. This may involve adding new features, integrating with other systems, or making changes to existing workflows.

User Adoption and Training: To ensure that the organization gets the most out of Dynamics 365 Business Central, it is important to continue to provide training and support to your employees. This may involve ongoing training sessions, user guides, or other resources to help users get the most out of the system.

How much does it cost to implement Business Central?

The cost of implementing Dynamics 365 Business Central varies based on several factors, including the size and complexity of the project, the number of users, the level of customization and integration required, and the resources required to complete the project.

It is important to work with TruNorth Dynamics to create a detailed implementation plan, otherwise known as your Solution Overview, that takes into account your specific requirements and goals, as well as any potential risks or challenges. This will help you get a more accurate estimate of the costs involved and ensure that your implementation is successful.

How big of a learning curve or training is involved in learning Business Central?

The learning curve to learn Dynamics 365 Business Central depends on several factors, such as the user's prior experience with similar software, their familiarity with the specific business processes being implemented, and the level of customization and complexity of the system.

For users with prior experience with ERP systems or with similar software, the learning curve may be relatively short and manageable. However, for those who are new to ERP systems, the learning curve may be steeper and may require more training and support.

It is recommended that users receive comprehensive training from TruNorth Dynamics, as well as ongoing support and training to ensure they can effectively use and utilize the system. The training should cover not only the software functionality but also the specific business processes that the organization wants to use the software for.

Additionally, it's important to note that Dynamics 365 Business Central is designed to be user-friendly and intuitive, with a modern and streamlined user interface, which can help to reduce the learning curve for users.

What sectors does Business Central best serve?

Business Central was designed to be a horizontal ERP offering; meaning that most businesses would be able to use Business Central. Individual companies can then make the system a more horizontal offering through extensions and 3rd parties; or a more specific ERP for their company by adding on apps and customizations. Imagine having a Cell Phone and downloading different apps from the app store to customize a phone, the same can be done with Business Central.

We have a lot of customizations with our current software, what happens to all those?

When implementing Dynamics 365 Business Central, there may be customizations with the current software that you would like to maintain. The good news is that Dynamics 365 Business Central is designed to be highly customizable and can accommodate many different types of custom integrations.

In some cases, customizations may need to be re-written or adapted to work with Dynamics 365 Business Central. TruNorth Dynamics can help assess the feasibility of this and determine the best course of action for maintaining customizations.

It's important to plan for customizations as part of the implementation process to ensure a smooth transition and minimize any potential disruption to business operations.

Can I customize Dynamics 365 Business Central to meet my specific business needs?

Yes, Dynamics 365 Business Central includes a range of customization options, including the ability to add custom fields, create custom reports, and extend the functionality of the system using the Power Platform. Business Central can be customized in two ways: by a developer as "extensions" or by a third-party product as an "app."

Can I integrate Dynamics 365 Business Central with other systems and applications?

Yes, Dynamics 365 Business Central has robust integration capabilities, including the ability to integrate with a wide range of third-party applications and systems, such as CRM systems, e-commerce platforms, and other business applications.

Do I have to buy Microsoft 365?

No, Microsoft 365 is not required to use Dynamics 365 Business Central. Dynamics 365 Business Central is a standalone product offered by Microsoft and can be purchased and used independently of Microsoft 365.

However, Microsoft 365 does offer some integration with Dynamics 365 Business Central and other Microsoft products, so it may be beneficial to have both products in some cases. It's important to assess your specific business needs and requirements, and work with a Microsoft partner or consultant to determine the best solution for your organization.

Is Dynamics 365 Business Central secure and compliant with data protection regulations?

Yes, Dynamics 365 Business Central is built with security and data protection as a top priority, and it is compliant with a range of data protection regulations, including GDPR.