

## DUO: Dynamics upgrade

*Partnering with you for a risk-free upgrade*

### Solution features

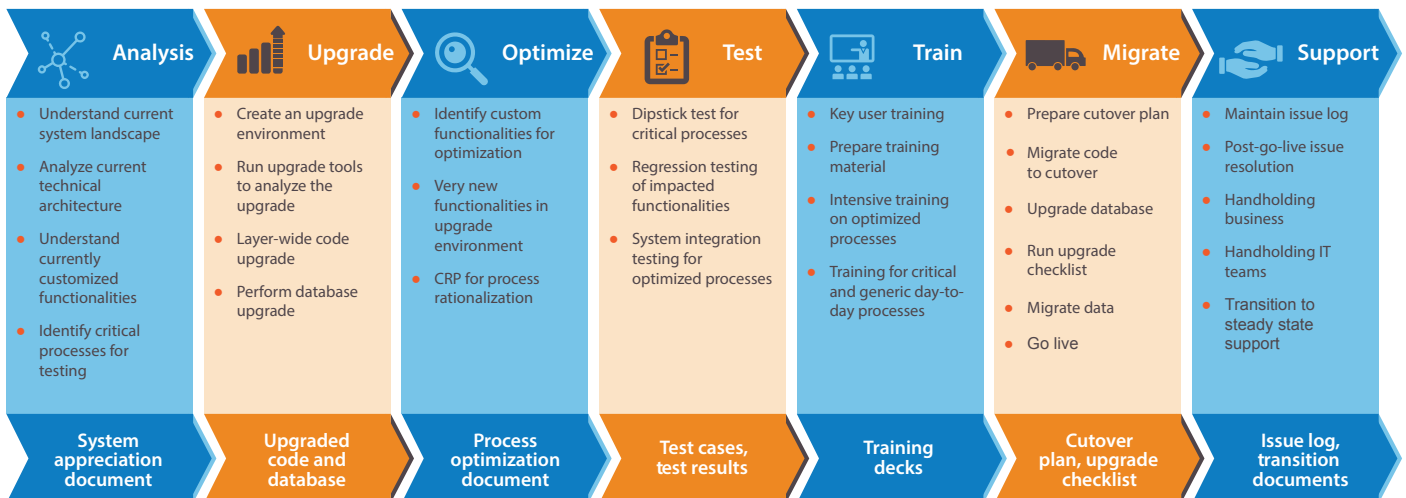
Every new release brings in significant new capabilities, both technical and functional. Therefore, upgrade to the latest software version to position your business for future opportunities and to capitalize on the ones in hand.

Infosys offers a compact and predefined upgrade service for existing Microsoft Dynamics AX customers looking to scale their solutions to the latest versions within approximately 10-12 weeks.



### How do we do it?

- Business analysis to understand your current business and applications and identify business processes that can be optimized in the new versions
- Create an upgrade environment to run the upgrade tools and analyze the impact of upgrades on the functional and technical areas of your business
- Identify critical processes and conduct regression tests on the impacted areas to ensure minimum roll-out time for the upgrade
- Intensive key user training via standard templates covering day-to-day operations for the optimized processes
- Database and codes migration to the new version of AX and production system go-live, post-dry-run
- Post-go-live support to ensure a smooth transition from the older to the new version with business and IT team hand-holding for issue resolutions



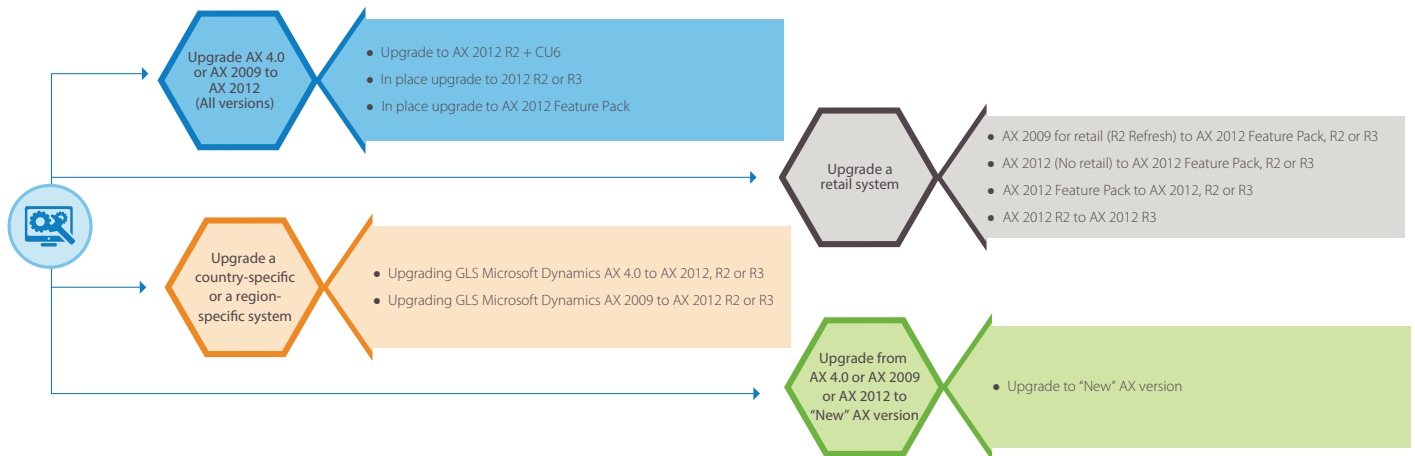
## Which tools are used during upgrade?

- The upgrade state transfer tool for transferring the preprocessed data from the test system to the production system
- Enhanced code upgrade toolset to detect and resolve conflicts between standard and customized code and provide code analysis based on code conflict rules
- Intelligent Data Management Framework (IDMF) to remove redundant and unnecessary data
- SQL Server Analysis Services project wizard for upgrading the cubes

## What are the major deliverables?

- An upgraded system with new functionalities
- Mapping of current customizations to OOB AX features for code optimization
- Migration of the cleansed data to the new environment using the IDMF tool
- Test cases for regression testing
- Training / functional / technical documentation

## List of predefined paths in this offering:



### Business outcomes:

- Upgrade to the latest version with a derisked and time-tested successful delivery model and continued product support
- Optimized / harmonized business processes with latest version features
- Increased business and employee productivity through access to the latest and exciting features of the new version
- Compact delivery model to ensure minimum business downtime and involvement

### A case in point:

The leading supplier of wines in the United Kingdom with a global presence in Australia, Hong Kong, Germany, Switzerland, and the US .

### Our solution included:

- Big bang approach to upgrade to AX2009 from AX 4.0
- Implemented MS provided DMF tool to upgrade the standard AX application
- Created multiple reusable assets for the various custom-built migration

scripts used to migrate the custom components of the AX solution

- Process optimization for key processes in inventory and warehouse management
- Tie up with Microsoft to provide support and product hot fixes
- Continuous interaction with key stakeholders of all applications in the customer's IT landscape to provide end-to-end resolution

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)



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