CASE STUDY: DK Household Brands Canada

Modernizing 30-year-old system to Business Central for full integration, faster reporting, and global strategy



AT A GLANCE

Challenges

- Old system limited scalability
- Pressure to align with global modernization strategy
- Warehouse and shipping systems operated in silos, creating inefficiencies and data blind spots.

Benefits

- Automated EDI, warehouse, and shipping workflows to reduce hours of manual effort and errors
- Month-end close times improved and gave leadership faster access to financial reports and analytics

"After decades on the same system, change felt daunting. 360 Visibility made it seamless, however. Business Central has simplified our operations and given us the flexibility to grow. We're now aligned with our global team and operating more efficiently than ever."

Vice President of Finance and Operations

OBJECTIVE

After running on Syspro for over 30 years, a leading houseware distributor in Canada, was ready for a modern transformation.

Their existing systems couldn't keep up with automation, integration, and global consistency, and the entire organization was undergoing strategic operational improvements. In fact, the Canadian branch was the last entity to transition to Microsoft Dynamics 365 Business Central.

SOLUTION

360 Visibility began with a comprehensive Business Impact Assessment to understand operational pain points and map out a clear solution.

Leveraging deep expertise in warehouse and wholesale distribution, our team implemented Microsoft Dynamics 365 Business Central as the new digital backbone of the business.

We also integrated Warehouse Insight and Dynamic Ship to create a connected ecosystem. This eliminated manual handoffs, improved inventory accuracy, and streamlined shipping logistics. This also enabled visibility into warehouse operations, shipment tracking, and order processing.

The EDI integration via SPS Commerce automated transactions between the distributor and its trading partners reducing admin work and ensuring data accuracy.

Finally, we modernized financial workflows, introducing automation in posting processes, real-time reporting, and flexible period management. This eliminated manual oversight and enabled faster, more reliable month-end closes.

With Business Central fully embedded into their Microsoft ecosystem, the company now benefits from a secure, scalable, and globally aligned system.

BENEFITS

- Streamlined month-end closing process with automation
- Full integration of EDI, WMS, and shipping systems
- Real-time reporting directly from Business Central
- Improved inventory and order accuracy
- Enhanced operational efficiency across departments
- Alignment with global ERP infrastructure
- Scalable platform ready for future expansion