Case Study

MJEC Cuts Bid and Commission Processing Time by More Than 95% and Operating Costs by 30% with DCG

DCG standardized bid and commission management for McMillan James Equipment Company and automated it across Dynamics 365 and Business Central, so work that took hours now takes minutes and errors fell by more than half.

About Company

McMillan James Equipment Company (MJEC) is an industrial equipment supplier based in Grapevine, Texas. It supplies specialized machinery and equipment to mechanical contractors in a crowded, competitive market.

Business Overview

As the company grew, its bid and commission processes still ran on spreadsheets and manual steps. It engaged DCG to standardize both processes and automate them in Microsoft Dynamics 365 and Business Central. DCG began with structured discovery and process mapping, then delivered workflow automation, a custom commission engine, automated proposal generation and governance controls built to support future growth.

Business Challenge

Manual work slowed quoting and made commissions hard to calculate accurately:

- **Slow, Spreadsheet-Based Bidding:** Bids and quotes were built by hand in spreadsheets. A project quote with ten line items could take up to two hours to create and process.
- **Error-Prone Commission Calculations:** Complex commission splits were calculated by hand, which took significant time and introduced errors.
- **Duplicate Data Entry:** Disconnected systems meant teams entered the same information in more than one place.
- **Inconsistent Business Rules:** Teams applied different rules to bids and commissions, producing inconsistent results and extra rework.
- **Limited Oversight:** There was no proactive monitoring, workflow governance or automated process control. Manual work added operating cost and made growth harder to absorb.

MJEC needed a partner who would understand its bid and commission processes in detail before automating them.



Technology & Approach

Microsoft Dynamics 365

Dynamics 365 Business Central

Microsoft Power Automate

Power Apps component framework

How DCG Powered Automation

DCG began with stakeholder interviews and process mapping to document exactly how bids were built and commissions calculated. From that baseline, DCG defined standard business rules and KPIs, then automated bid and commission work across D365 and Business Central. User training and change management helped every team adopt the new workflows.

Critical Implementation Milestones

- Mapped bid and commission processes through structured discovery and stakeholder interviews, identifying bottlenecks and automation requirements
- Defined standard business rules, KPIs and operational controls for bid and commission management
- Connected D365 and Business Central with Power Automate to remove duplicate data entry
- Built a commission engine on the Power Apps component framework that calculates complex commission splits automatically
- Supported adoption with user training and change management

Strategic Wins

- Bid and commission processing time fell by more than 95%: work that took hours now takes minutes.
- Operational costs fell 30% through process standardization and automation.
- Operational errors fell by more than 50%, improving financial accuracy and proposal quality.
- Proposals are generated automatically, so quotes go out faster and in a consistent format.
- Every team works from the same business rules, with clear visibility into bid and commission activity.
- Eliminating manual work improved employee productivity and satisfaction.
- A scalable operational foundation now supports growth without added headcount.

Key Benefits

Faster Quoting

Automated bid workflows and proposal generation turn quotes around in minutes instead of hours.

Automated Commissions

The commission engine calculates complex splits automatically, taking hand calculation out of the process.

Connected Systems

Power Automate connects D365 and Business Central, so information is entered once and shared across both.

Consistent Business Rules

Standard business rules, KPIs and controls keep bids and commissions consistent across every team.

Scalable Operations

Standardized, automated processes give the business room to grow without adding staff.

Still building bids and calculating commissions by hand? Talk to DCG about standardizing and automating both in D365.

Schedule Your Consultation