dcg | Case Study

Monarch Office Furniture Runs Finance, Sales, Rentals and Inventory in Dynamics 365 Business Central

DCG worked with the company's team to plan and deliver a Business Central implementation built around how it sells, rents and buys furniture.

About Company

Monarch Office Furniture is an office furniture company based in Arlington, Texas, in the Dallas-Fort Worth area. Since 2008, it has supplied businesses with new and pre-owned office furniture, furniture rentals and leasing, space planning, and delivery and installation.

Business Overview

Monarch Office Furniture engaged DCG to implement Microsoft Dynamics 365 Business Central as its ERP system. The scope covered the general ledger, payables, receivables, cash and bank management, sales orders, rental orders, purchasing, commission processing, data migration and the connection between Business Central and the company's website. DCG provided solution architecture, custom development, financial configuration, testing, deployment and Project Success Management.

The company sells, rents and buys furniture, and each of those activities follows different rules. DCG designed the implementation around that operating model so every process could run in Business Central and feed the same financial records.

Business Challenge

Each part of the operation had specific requirements that Business Central needed to support:



- **Rental Orders:** The rental business needed order handling beyond a standard Business Central configuration, and rental order processing became the largest customization workstream in the project.
- **Sales and Purchase Orders:** Both order types also needed custom development to fit how the company sells and buys furniture.
- **Commissions:** Sales commissions had to be handled in Business Central as part of the core financial setup.
- **Financial Foundation:** Business Central needed a chart of accounts, payment terms, posting groups, tax setup, fiscal periods and dimensions that match how the company tracks and reports on its business.
- **Data Migration:** Master data and opening balances had to move into Business Central accurately so the team could start operating on reliable figures at go-live.
- **Website Integration:** Data passing between the website and Business Central had to be validated before the new system went live.

Technology & Approach

- Dynamics 365 Business Central
- Business Central API
- Microsoft Excel

How DCG Powered the Implementation

DCG ran the project as a structured Business Central implementation. Before any development started, DCG analyzed requirements across finance, sales, rentals, purchasing and commissions, documented the solution and reviewed it jointly with Monarch's team. Weekly status meetings kept both teams aligned through the build, data migration and user acceptance testing, and the client reviewed the customizations and migrated data before go-live.

Critical Implementation Milestones

- Analyzed finance, sales, rental, purchasing and commission requirements and documented the solution design for joint review
- Built custom sales, rental and purchase order processing, along with custom documents and reports
- Configured the financial setup, from chart of accounts, payment terms and posting groups to tax, cash flow, commissions and financial reports
- Validated master data and opening balances in Excel, imported them into Business Central and verified them after import
- Validated the website-to-Business Central API with quality assurance checks on the data moving between them
- Ran user acceptance testing across general ledger, payables, receivables, cash and bank, order and commission processes, then deployed to production with hands-on support through go-live

Strategic Wins

- Financial, sales and inventory operations integrated in Business Central
- Rental, sales and purchase order processing customized to the business model
- More data-driven decision making and more efficient operations across the organization, as reported by the client
- Go-live on Business Central with master data and opening balances verified and reviewed by the client
- A tested website connection, with data moving correctly between the website and Business Central
- Project completed in a timely manner, according to the client's CEO

Testimonial

> They display a deep understanding of our business requirements and work closely with us to map out a comprehensive plan for our Business Central implementation project. It was also completed in a timely manner. Due to Anil's expertise and professionalism, the financial, sales, and inventory modules have been seamlessly integrated, allowing us to make data-driven decisions and operate more efficiently. I highly recommend Anil Thomas from DCG.

Carla E. Cavallo
CEO, Monarch Office Furniture

Key Benefits

Connected Financial and Operational Data

Financial, sales and inventory modules work together in Business Central, so day-to-day transactions flow straight into the financial records.

Rentals in the Same System

Custom rental order processing puts rentals in Business Central alongside sales and purchasing.

Data-Driven Decisions

Integrated financial, sales and inventory data supports data-driven decisions across the organization.

More Efficient Operations

With its core processes integrated in Business Central, the business operates more efficiently day to day.

A Setup Built Around the Business

Financial configuration, commissions and reporting reflect how the company runs and reports on its business.

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Planning a Business Central implementation? Talk with our team about building it around how your business runs.

Schedule Your Consultation