

Successful start of a worldwide roll-out – with an international team remotely and a concentrated on-site operation

Implementation of Microsoft Dynamics 365 Supply Chain Management in record time

Sven Mahn IT supported Mercedes-Benz AG in the introduction of a new, standardized logistics system for aftersales. In the project, which started in May 2021, Dynamics 365 was implemented as a modern SCM solution for sales, procurement, warehouse management, financial connection, master data, complaints, returns as well as BI. The solution developed is to be rolled out in other markets over the next few years.

The role of implementation lead was held by Microsoft Consulting Services. Shortly before the start of the project, Sven Mahn IT was brought on board as a partner to support the project setup and architecture. The scope was subsequently expanded to include customer first opinion, test management and go-live implementation on site in Brazil.



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The special challenge of the project was not only the tight time frame of six months, but above all its scope and complexity. It was realized by a global team, spread over three continents, which worked exclusively remote until go-live.

Sven Mahn IT initially provided the project team with insights into Dynamics 365 and its original functions. By providing the necessary system know-how, the risk of errors was minimized right from the start. Successively, Sven Mahn IT also took over quality management tasks, such as test

management, was on duty with three test managers and contributed its quality assurance products.

Like with the Dynamics 365 knowledge transfer, the Dynamics standard test cases of the SMIT TestKit were used. The SMIT TestKit team supported the creation of customer-specific test cases with up to ten test case creators. Within a very short time, around 470 test cases were adapted or newly created. The SMIT TestCaseHub was established to ensure smooth testing. This ensured the quality of the template solution despite the challenging timeframe and created the basis for the successful go-live.

In the further course of the project, the consultants from Sven Mahn IT helped shape the cut-over plan and essentially drove its implementation. For the cut-over phase in November and December 2021, they were on site in Brazil with three persons. Due to a demanding timeline until implementation, it was still necessary in this phase to design missing solution approaches, to solve various smaller and larger problems, and to realize optimizations.

The difficulty of implementing warehouse processes without ever having seen the warehouse and its structure beforehand was compensated for by being present on site during the ongoing cut-over. The team was able to get a picture of the situation and then make and implement decisions directly. Some of the processes were fundamentally rethought and further optimized during the first weeks.

Well over half a million part numbers had to be migrated into a complex interface landscape and a no less complex legal market situation with special requirements for the financial accounting settings. The on-site team of Sven Mahrn IT supported the migration of the transaction data as well as in the execution of the inventory.



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For the cut-over and as part of the trouble shooting, the Sven-Mahrn IT team actively took over parts of the activities. In addition, it dove deep into the IT handling of the warehouse processes in hands-on training sessions with the end users during ongoing operations.

With the dedicated support of Sven Mahrn IT on site, the young and very international project team managed to set up a completely new system including the latest cloud technology and roll it out on the Brazilian market in a very short time.

"What we achieved with the teams on the ground in Brazil was something no one

had thought possible. For me, it was almost six weeks at a stretch in South America, while Christmas was being prepared at home. The best gift was the go-live and the team spirit that developed in a very short time to tackle things and solve problems. You can't do that remotely!"

Sven Mahrn, CEO Sven Mahrn IT

The Dynamics 365 system went live as planned without delays. The Brazil pilot market was able to use Dynamics 365 and related products from December 1.

Parallel to the hypercare at the beginning of 2022, Sven Mahrn IT prepared the roll-out of the system in the next markets with Mercedes-Benz AG. The use of the SMIT TestCaseHub allows the test cases created in the first roll-out to be adopted for the further markets at the push of a button. The next implementation teams as well as the future users will be ideally introduced to the system and the integrated processes through these test cases, among other things.

In the next few years, it is planned to add further markets to the global logistics network of the automobile manufacturer. In this context, Sven Mahrn IT is planned as a central partner in functional consulting for the roll-out and the design of the global template.