

ITK Success Story



**Making More
Data Driven
Decisions with
Microsoft
Dynamics AX
and ITK**



In The Know
Solutions Group

Process first. Technology second.

Leggett & Platt, which pioneered sleep technology when it introduced its bedspring more than 135 years ago, is a \$4 billion S&P 500 diversified manufacturer. Serving a broad suite of customers that comprise a “Who’s Who” of U.S. companies, Leggett & Platt conceives, designs, and produces a diverse array of products that can be found in most homes, offices, and vehicles.

Executive Summary

Leggett & Platt (L&P) was looking to operate more efficiently. They had legacy software systems that didn’t talk to each other, resulting from various acquisitions through the years. They also had highly customized solutions (modifications to the software) that made upgrading difficult without significant investment. They were also growing rapidly, which is a good thing, but needed help managing this growth in order to help them scale.

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Challenges

These were the issues the L&P Team were facing:

- Legacy/Outdated Systems that didn't talk to each other (from years of acquisitions)
- Highly customized solutions made upgrades difficult and expensive
- Needed software tools (and processes) to manage their growth and help them scale

Questions the L&P team were asking themselves:

- How can we move away from growing monthly maintenance costs for outdated software?
- What ERP System should we use that integrates with our existing systems?
- How can we get our disparate systems to work together better?
- How can we become more competitive and market-driven?
- What can we do in terms of software and processes to help use scale more easily?

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Solutions

- Implemented Microsoft Dynamics AX
- Successfully directed 20 customizations and 15 integrations
- Managed Data migrations
- Did the above in concert and seamlessly with the Microsoft AX Product Team and MCS (Microsoft Consulting Services)
- Led the Order to Cash work stream

How We Really Helped:

- Streamlined and improved the implementation process
- Change management plan to ensure adoption of new (more efficient) business processes in line with industry best practices and the newly implemented technology
- Designed workshops to ensure the team's current challenges were well understood and L&P team understood why certain processes were changing

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Results

- Streamlined and improved the implementation process from requirements gathering to workshops (to ensure the software is actually used)
- Management can make better, more data-driven, business decisions
- Improved process workflows including centralized payments for 180 companies with reduction in errors
- Improved internal analytical problem-solving by leveraging Microsoft Dynamics
- Helped Finance to take on a more Advisory Role which gave them a “seat at the table” - not just a compliance and accounting role