Accelerating Success for Pacific Packaging Components

How JourneyTEAM’s Business Central Sherpa Program Enabled a Swift Migration and Heightened User Adoption
Pacific Packaging Components is a national health and beauty product manufacturer that creates and packages thousands of products each day.

As Pacific Packaging Components grew, they quickly outgrew their legacy application, NetSuite. Additionally, NetSuite was expensive, so they wanted to migrate to a new solution before their subscription renewal. They also wanted a more user-friendly interface that could be customized to their unique organizational needs. To get the most out of their new financial software, training and guidance from a technology specialist would be not only beneficial but required.

**Deadline Pressure and Implementation Speed:** Pacific Packaging Components had a pressing deadline to migrate to Business Central before the annual NetSuite subscription renewal. The need for swift implementation posed a significant challenge, requiring a streamlined and efficient migration process.

**Lack of UX Proficiency and Confidence:** Although the company had technically proficient professionals on staff capable of handling much of the implementation, they sought specialized guidance and support to ensure a successful transition. Balancing the use of internal resources with the need for expert guidance was a key challenge.

**Limited Customizations and Functionality:** Pacific Packaging was faced with limited options within NetSuite, and were faced with time consuming, manual tasks. They were looking for ways to customize dashboards and feature sets based on user role to simplify the user experience.

**Solution:** JourneyTEAM’s Business Central Sherpa program addressed all their challenges and would lead to maximum adoption. This program offered a comprehensive and tailored approach to their Business Central transition, provided 1:1 guidance, specialized workshops, and all within weeks.
Outcomes:

1. **Successful Timely Go-Live**: With the support of JourneyTEAM's Sherpa program, Pacific Packaging Components achieved a successful go-live for Dynamics 365 Business Central within their tight deadline. Despite the urgency, Pacific Packaging transitioned to Business Central smoothly, minimizing disruptions to their daily operations.

2. **Enhanced User Adoption**: Collaboration with JourneyTEAM's Business Central experts empowered the company's internal technical professionals with targeted training. As a result, the Pacific Packaging team gained increased confidence and proficiency in adopting Business Central's features and capabilities customized to their unique needs.

3. **Ongoing Support and Expertise**: With a support agreement in place, Pacific Packaging Components continues to receive valuable system update information from JourneyTEAM whenever new releases occur. This ongoing support for their Business Central environment ensures its stability and alignment with evolving business needs.
Through the collaborative efforts of both teams, the implementation was successful, as Pacific Packaging leveraged Business Central’s extensive capabilities. The Business Central specialists at JourneyTEAM ensured a smooth go-live process, integration with other third-party technologies, and ongoing support provides Pacific Packaging Components with the necessary resources to maintain a robust Business Central environment.

Yvonne Morris, the accounting manager, and leader of the Sherpa implementation expressed:

“...I was quite impressed with how Go-Live went for us due to the guidance we received from JourneyTEAM. Mckell (a BC consultant at JourneyTEAM) and the Business Central team never skipped a beat in their care for our company’s needs. They are not only knowledgeable, but patient and enduring in troubleshooting our issues. Overall, we have had many successes in working through the modules and determining our needs for the business.”

The Next Steps

STEP 1
Contact JourneyTEAM Experts

STEP 2
Get end-to-end guidance

STEP 3
Enjoy efficiency, scalability, security, and so much more