

**PARTNER SUCCESS STORY:****FESworld****FESworld and Enavate Partner to Untangle Complex Dynamics 365 F&SC Implementations**

FESworld is a Microsoft Partner based in Mexico City, Mexico, that works with national and international clients across Latin, Central and South America.

The consulting firm has worked closely for 25 years with their manufacturing, hospitality, retail and financial services clients to implement, maintain and optimize Microsoft Dynamics 365 Finance and Supply Chain Management, Business Central, Customer Engagement (CRM) and other Microsoft solutions. Starting with just 15 team members, the company has grown to more than 110 employees. In 2023, FESworld won Microsoft's Business Applications Latin America Partner of the Year Award.

Customer loyalty is important to FESworld long after the implementation. "We are their business partner and their technology partner," said Enrique Lechuga-Ballesteros, FESworld's Marketing Director.

When two international corporations on two separate occasions approached FESworld to migrate from an instance of Dynamics AX to Dynamics 365 Finance and Operations (now Finance and Supply Chain Management), FESworld saw an opportunity to bring in Enavate to support the move.

**Enavate's Partner: FESworld****PRODUCTS AND SERVICES:**

Microsoft Dynamics 365 Finance & Supply Chain Management implementations

**INDUSTRY:**

Microsoft Partner

**ORGANIZATION SIZE:**

110

**COUNTRY:**

Mexico



## Breaking Down Complex Migrations

FESworld was introduced to Enavate about four years ago when its client, a Mexican media company, wanted to migrate from Dynamics AX 2012 to Finance and Operations. Knowing there were a lot of moving parts, FESworld submitted a request to Microsoft for an assessment, which Enavate completed.

The Migration Assessment Framework helps clients understand the complexity of their system and data so they can be proactive in planning a successful migration. The assessment also provides visibility into localizations and ISV products a client has installed, and what modules and features they are using, as well as any code and data anomalies that could cause migration errors or post-migration reconciliation issues.

That assessment uncovered over a hundred customizations across more than 60 legal entities. The client also wanted to hold onto their transaction history, which was not standard, according to Enrique. These and other factors added up to a highly complex migration.

FESworld decided to leverage Enavate's expertise to smooth the migration process for its client. Enavate offers partner-to-partner

support for migration to Dynamics 365 applications in the Cloud.

Enavate supported FESworld in building a roadmap that would address the needs that were previously met by the customizations; Enavate also helped configure and migrate historical data. Together they brought the client's multifaceted migration over the finish line. "We finished it successfully," Enrique said.

When another highly complex migration came up, FESworld looked again to its partner Enavate. This time, FESworld's international manufacturing client was running AX 2009 and wanted to move to Dynamics 365 Finance and Operations. "This was very different from AX 2012," said Enrique. "Also, Microsoft no longer worked on the data migration tool (for that instance); Enavate had kept working on it, updating it."

In just one region, according to Enrique, the manufacturing client had over 400 customizations to their system. A short time before starting the implementation, the manufacturing company acquired another large business, adding 150 more customizations to the list, as well as several legal entities. The entities were also in three different AX 2009 instances. The migration required bringing those together in one system.

"There's a lot of complexity involved with that from a data standpoint and customization," Enrique said. "Especially in data architecture, there were major changes in the way that data was handled. Enavate was savvy in that."





## A Long-Term Partnership

Enavate serves as a virtual arm of Microsoft Partners in migrations to Dynamics 365 applications. Enavate's experts were able to bring decades of combined experience and their unique expertise to the table to help FESworld solve puzzles, said Enrique. FESworld plans to continue partnering with Enavate.



“If I had to recommend Enavate, I would say it's because of their knowledge. The experience that we have had has been very good.”



**Enrique Lechuga-Ballesteros**  
Marketing Director, FESworld

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