

DENTSPLY reduces IT cost and improves global performance with Microsoft Dynamics AX



Objectives

DENTSPLY has a long history of growth through merger and acquisition, which has helped the company maintain its position as a leader in the field of dental consumables and equipment. However, numerous acquisitions led to a very fragmented IT environment.

Tactics

DENTSPLY had a vision for a single global ERP, but it wasn't until Microsoft Dynamics AX 2009 was released five years ago that the company felt that a single ERP solution could meet the needs of their distributed, global enterprise.

Results

Today, a single instance of Microsoft Dynamics AX is used by 3,500 DENTSPLY employees at 27 locations in 16 countries, and processes tens of thousands of shipments per day.

"Microsoft Dynamics AX has really changed the business in the sense that we can manage globally the things that we want to be global—like a global chart of accounts or global view to inventory—but still be agile and flexible, the closer we get to the customer. So, we get the nice blend of global control and local flexibility."

— Bill Schlageter, Vice President and CIO, DENTSPLY