

THERMON, INC.

MANAGED SERVICES CASE STUDY

BUSINESS SITUATION

Mid-implementation, Thermon found themselves struggling to get Microsoft Dynamics 365 to be fully functional. Their primary consultant left the partner organization, and the project started to falter. Tasks weren't being completed in a timely manner, and they lost confidence in the relationship.

Thermon turned to MCA Connect to finish the project. They chose MCA Connect for its manufacturing expertise, Dynamics 365 experience and full-service, end-to-end approach, including managed services support.

The company primarily uses Dynamics 365 for Customer Engagement to manage their complex sales process and build accurate sales forecasts, which is kept in sync with their Dynamics 365 Finance and Operations module.

SOLUTION

Thermon opted to use MCA Connect Managed Services to get both proactive and reactive support for Dynamics 365. Marketing Analytics Manager and Project Lead, Codi Nichols, said, "We were so impressed by MCA Connect's knowledge of the system – and of our business. Over the past 5 years or so, we've worked with multiple people, and they've all been amazing."



AT-A-GLANCE

Thermon, Inc. provides industrial heating applications for the global Energy, Power Generation and Chemical markets. They have operations in 17 countries on 6 continents.

Business Situation

Thermon was amid a Microsoft Dynamics 365 implementation and found themselves struggling to be fully functional.

Solutions

- Successful implementation of Microsoft Dynamics 365 for Customer Engagement and Finance & Operations through MCA Connect.
- Received reactive and proactive support for their system through MCA Connect's MCA Advantage support.

Outcome

Anticipates an annual increase in revenue by 30%

Microsoft
Partner



Gold Cloud Business Applications
Gold Cloud Customer Relationship Management
Gold Enterprise Resource Planning
Gold Cloud Platform
Gold Data Analytics
Gold Data Platform

SPECIFICALLY, THERMON APPRECIATES MCA CONNECT'S:

Personal Connection and Commitment

The MCA Connect lead consultant manages all the open issues, work orders and support tickets, and continually keeps the Thermon team informed on the status of each item. MCA Connect understands the big picture project goals, and simultaneously manages the small details.

“ MCA Connect feels like part of our team. Their consultant is great at what she does, very professional and organized, but also warm and friendly. That personal connection makes a big difference because we work together so closely.

Willingness to Transfer Knowledge

As MCA Connect provides application support, the team provides training to the Thermon team and builds up their internal Dynamics 365 Administration expertise.

“ We'd sit on a shared-screen conference call for hours. It was incredibly helpful to work side-by-side to deeply understand how to make the changes we wanted to make.

Responsiveness

Thermon has over 150 Dynamics 365 users spread across the globe. One of the things Thermon appreciates most is how quickly the MCA Connect Managed Services team responds.

“ I really appreciate that they quickly acknowledge receipt of each issue, even if it's just to fire off a quick reply that they're working on it. We'll often get a resolution within 24-48 hours.

Depth of Resources

Beyond MCA Connect's lead consultant lies a trove of experts who have helped with Outlook, Excel, Power BI, development, integration, project management, and numerous other aspects of the project.

When the team upgraded to Dynamics 365, Thermon was astounded at how easy it was. Seven-minute status update meetings. No panic after going live on the production system. The internal team barely had to do anything. It all went so smoothly.

Thermon anticipates that their new, well-supported Microsoft Dynamics 365 system will help them improve revenue by over 30% annually. With MCA Connect, they have confidence that their systems will stay aligned with their business goals.

ABOUT MCA CONNECT



MCA Connect has been an award-winning Microsoft Gold partner for more than a decade. Our experience has proven that companies are the most successful in achieving their business goals with Microsoft Dynamics when they continually invest in and optimize their applications.

Contact MCA Connect to learn how we can bring value to your organization at www.MCAConnect.com or calling 1-866-622-0669.