POWER OBJECTS
An HCL Technologies Company | HCL

ERP MIGRATION
FAQs

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Q **What does a Microsoft Dynamics AX to D365 migration really mean?**

A Depending on the version you are on, the migration process will follow different paths. Upgrading from a version such as 2012 R3 is more straightforward. Older versions (2009), or highly customized versions, may look closer to a reimplementation. This is due to the number of significant changes in some of the modules, such as warehouse management or the addition of new features that you may have required customizations in the past.

HCL-PowerObjects has a unique tool that will automatically upgrade most of your customizations and extensions.

Q **What does a typical migration entail?**

A The migration process consists of a handful of separate phases.

A CONVERSATION

A good place to start is by talking to an HCL-PowerObjects migration specialist about your current environment and goals. From there, we can guide you through the simplest path forward.

UNDERSTAND YOUR OPTIONS

Whether you're simply deciding to 'lift and shift' your current OP AX environment into the cloud or re-implement with new functionality is based on many factors:

• What is OOB in D365?

• ISV readiness?

• What level of customization has been done to date in your current solution?

The best first step is to sit down with HCL-PowerObjects and start to understand what paths are available to you and what suits your needs best. We offer a Migration Assessment, during which we're able to share explicit detail around your as-is, desired-to-be and the licensing/data/security implications of moving to the cloud. So, contact us to start talking through your options!

ANALYSIS

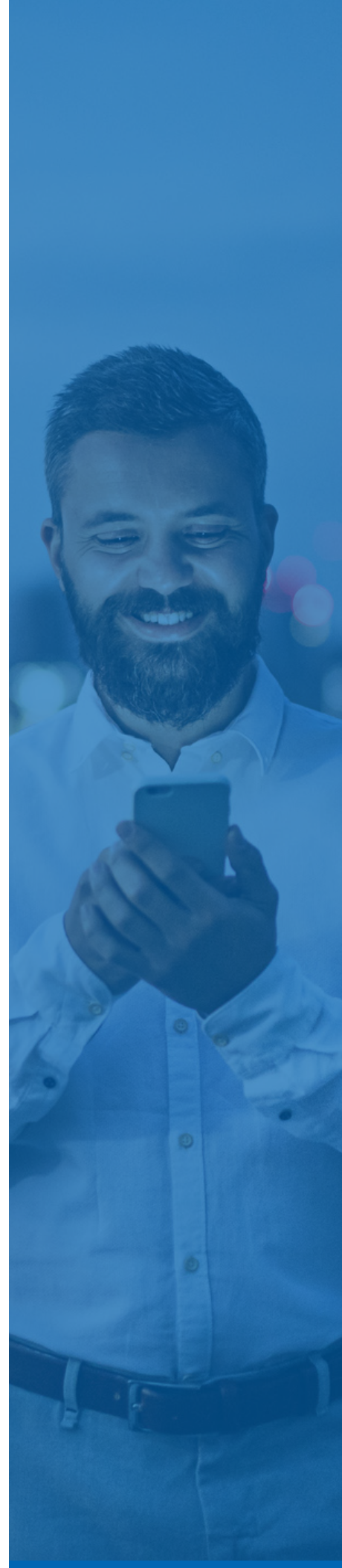Next, start with a detailed end-to-end process and solution review. This includes the following:

• Assessment tools. Automatically identify your current environment module usage, data, functionality usage, customizations and code base. This provides an initial view into the complexity of the migration.

• Business process review. What processes has your team identified that need to be modified or re-engineered? What processes are critical for your business? What does a successful migration look like for you? What are you doing inside of Dynamics AX now? What processes are you handling outside of AX? Compare all the features in D365. There may be opportunities to move those processes into D365.

• Code review. Review code identified from the automated assessment and discuss what needs to be migrated, improved, or removed. If you do choose to keep, what is the level of effort?

• ISV review. Does your current ISV offer a D365 solution? Are there options that will provide a better experience? Is any of this handled in D365 natively now?

• Integration review. What external systems are you integrating with now? What level of effort is required to recreate? Do you need to continue to leverage this external system?

PLANNING & ESTIMATE

• We will discuss the scope, level of effort, the engagement of your team, and timeline to align with the migration approach to determine an estimate.

• Should we conduct a technical migration first and add improvements later, or include functionality improvements during the migration?

EXECUTION

Using HCL-PowerObjects' Code Migration Tool (CMT), the migration process begins. We will involve you in a proven migration path that leverages your team effectively in validation, training, and change management, while we lead the code migration and technical details.

REIMPLEMENT VS. MIGRATION?

Q **When should we consider reimplementing vs. migrating?**

A
- Your business has evolved, business processes have changed, or you are looking to make those changes but are boxed in by your current application configuration.
- We have seen instances where a customer has an older Dynamics AX implementation that was heavily customized – sometimes unnecessarily. This has made things extremely difficult to maintain.
- Decisions on configurations that were made years ago may no longer be appropriate for how you do business today. This is your opportunity to change them.
- Data structure on previous versions has changed within D365.
- The upgrade path of least resistance is AX 2012 R3 to D365, so if you are on an older version, reimplementation is likely a quicker process.

Q **What is the upgrade timeline?**

A For most customers, the process can take up to 6 months, sometimes more or sometimes less depending upon your circumstances. We will evaluate your situation and provide a realistic timeline so there are no surprises.

Q **What happens to existing customizations?**

A Microsoft has moved to a new customization methodology in D365, using an Extensions model instead of the Overlaying method used in previous versions. **HCL-PowerObjects has created a Custom Migration Tool (CMT) that will automatically convert most customizations to be compatible with D365.** Without CMT, all customizations will need to be rewritten. That is why it is important to analyze what you have and decide what to keep and what to not keep.

Q **What happens to my data?**

A Depending on the version you are coming from, it could be a full migration of data or just migrating some of the master data, beginning balances, and open transactions. Historical data can be stored and referenced other ways.

CLICK HERE TO LEARN MORE ABOUT CLOUD MIGRATION

Q **What is the urgency to make the migration? Dynamics AX works fine, so why should I bother?**

A With the end of extended support for Dynamics AX approaching, you might be exposed to security and compliance risks. Customers who have migrated are also leveraging the benefits of Dynamics 365.

From an economic perspective, they are able to move from CAPEX to OPEX, and get potential savings from not having to manage servers, large IT teams, and doing periodic upgrades. From a performance perspective, Dynamics 365 offers a modern web platform and enables integration with Microsoft 365, Azure Cloud, and the Power Platform (Power Apps, Power Automate, Power BI and Power Virtual Agents).

Migrating to Dynamics 365 gives you the flexibility and scalability to grow, access unified real-time data, and improve security, privacy, and reliability while ensuring you will always have the latest software version.

Q **When is the End of Support for Dynamics AX?**

A Extended support for Dynamics AX 2009 Service Pack 1 (SP1), Dynamics AX 2012, and Dynamics AX 2012 R2 ends on April 2022.

Visit the Microsoft Dynamics AX page for the latest. **End of mainstream support for Microsoft Dynamics AX 2009, Dynamics AX 2012, and Dynamics AX 2012 R2 - Finance & Operations | Dynamics 365 | Microsoft Docs.**
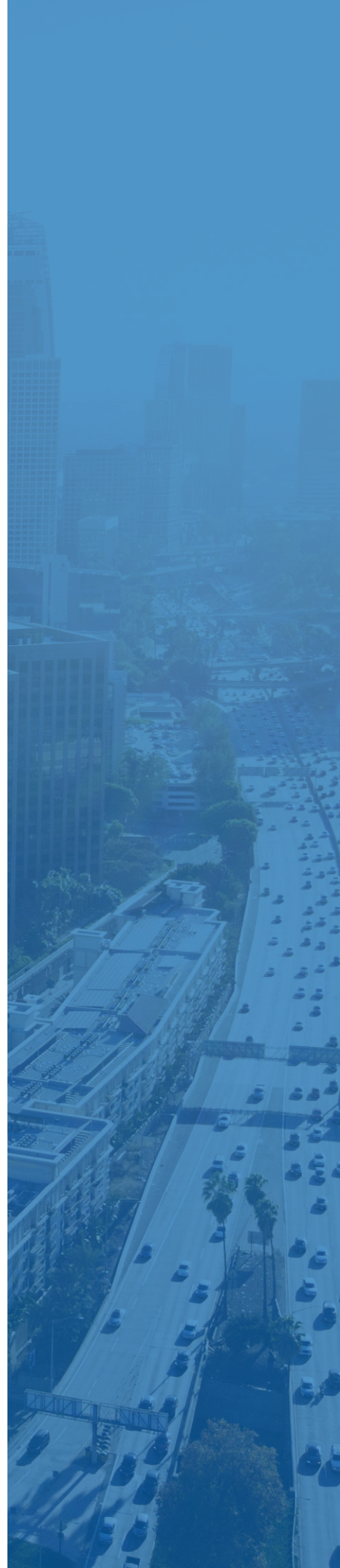
Microsoft Dynamics AX End of Support Dates

AX Version	Mainstream End Date	Extended End Date
2009 (SP1), 2012, 2012 R2	10/9/2018	4/12/2022
2012 R3	10/12/2021	1/10/2023

As per the policy, when the Extended Support period expires, there will be no patches or security updates, which may cause security and compliance issues and expose your applications and business to potential security risks.

Q **Why does Microsoft stop supporting earlier versions?**

A There is a significant cost to continue supporting multiple versions of software in the market, so to keep costs down for newer versions, it is necessary to phase out support for outdated software. Plus, newer versions include more advanced built-in features that Microsoft wants you to have access to.

Q **What is a Standard Migration Assessment? Is your "no charge cloud assessment" a sales commitment in disguise?**

A An assessment is the first step on your cloud journey, helping you to align your business objectives to the Dynamics 365 platform value proposition and define your upgrade process, budget, and timeline.

There are no charges and no strings attached to our standard migration assessment. We understand that migration is hard, and we want to help our existing loyal customers on this journey by offering a jump start to the process. At the end of the assessment, you have control to make the decision whether to execute the migration, continue with more detailed analysis, or wait until you are ready.

Q **With Dynamics AX End of Support approaching and no new version upgrades, why should I continue paying for an Enhancement Plan?**

A The Business Ready Enhancement Plan (BREP) is essential to your ongoing success while you plan what's next for your ERP. You will get critical updates to help protect your investment through the end of the extended support period. These updates include security, tax, and regulatory releases to keep your organization compliant and safe. Additionally, customers also get access to thousands of hours of online training and technical support.

Q **Why work with HCL-PowerObjects as a Dynamics Partner instead of just working with the Microsoft Dynamics 365 Migration Program?**

A HCL-PowerObjects has a team of highly experienced consultants with years of implementation and industry expertise across the entire Microsoft ecosystem. HCL-PowerObjects offers a host of additional services that can complement the efforts of your team to maximize your end-to-end solution. These include proactive support, roadmaps, workshops, training, change management, and education. Relying on this experience will help analyze your current business processes and draft a roadmap that can transform the way you do business.

Not only will you benefit from support during the implementation process, saving you time and money, our team of experts will set you up for successful years into the future.

HAVE MORE QUESTIONS? LET'S CHAT.

🌐 PowerObjects.com   📱 866.770.3355