

CASE STUDY



Kvadrat and CGI partner for large

Microsoft Dynamics 365
implementation



A sharp focus on processes provides Kvadrat A/S with a solid and future-proof platform to continue its growth journey. The implementation of Dynamics 365 reaches out into all corners of the business and creates coherence across borders.

Global growth with the accession of new companies places high demands on the IT solutions that must create coherence and business efficiency and support growth. Kvadrat A/S - the family-owned Danish textile company that since 1968 has been synonymous with textiles for quality-conscious customers all over the world - knows all about that.

Kvadrat has therefore chosen to implement Microsoft Dynamics 365 in close partnership with CGI. With D365, the company has a good overview of a large part of the business which includes five development companies, more than 25 subsidiaries and several hundred employees in sales and customer service in most of the world.

Equally important, both employees and management at Kvadrat now benefit from well-documented and optimized processes and the work of integrating new companies into the business is more efficient and streamlined.

Business value and benefits

- New platform supports global growth strategy
- “One Core Solution”: Coherence and overview across departments and companies in a uniform setup
- Easy to integrate new companies
- Well-documented and streamlined processes
- Scalable platform - can grow concurrently with your business
- Good basis for achieving further ROI through process automation and other efficiency improvements
- Significantly less dependence on highly specialized competences, including in-house IT
- A solid and consistent data basis paves the way for “data excellence”
- A high level of decision support for the management through “one set of numbers”: One platform for master data and transactions = one truth
- Less risk of bottlenecks and downtime



Two-digit growth rates

CFO Jesper Fredberg says:

“Over the years, Kvadrat has developed into a global player with a large sales organization and many companies. Our company is constantly developing and working with two-digit growth rates. In the nature of things, this places a number of demands on both IT and the administrative part of the organization.”

Kvadrat's previous ERP system, Microsoft Dynamics AX 2009, struggled to meet the growing need for coherent IT support of a growing business. At the same time, AX 2009 had reached its end of life, so it was time to switch to a modern, future-proof platform.

“We challenge each other and find the best solutions together. CGI is not just a supplier, but a partner.”

Jesper Fredberg

Chief Financial Officer, Kvadrat



Melisa Mygind, Project Manager at Kvadrat, who led the major implementation project as a project manager, explains:

“Our AX 2009 was a highly customized solution, extended over the years with a number of ad hoc solutions as the company integrated new acquisitions.

We relied heavily on a few employees in our own IT department who had very specific competences and in-depth knowledge of the solution.”

Kvadrat simply needed a platform that supports growth and is built with streamlined processes across the entire organization. “We needed what we call a ‘one core solution’,” says Melisa Mygind.

Consultants with strong competences

To help with the large-scale implementation, Kvadrat’s management chose to partner with CGI, which has proven experience from many successful Microsoft Dynamics implementations - and especially industry focus on manufacturing companies.

“CGI has a number of very talented consultants with strong competencies, not least in processes and strategic consulting. It is also important for us that CGI is a global player with the size and muscles to support us all over the world,” says Jesper Fredberg about the choice of CGI. He adds that the cooperation with CGI is characterized by mutual openness and trust.

Ownership and openness

A sharp focus on understanding and describing Kvadrat's many complex processes has contributed significantly to the successful implementation. The same applies to the thorough work that Kvadrat's project organization and CGI's consultants have performed jointly to embed Dynamics 365 in the organization.

"We have achieved a very high degree of openness between all departments and with 15 different business process owners in the organization, we have embedded the project deeply and created ownership," says Melisa Mygind.

The solution

Microsoft Dynamics 365, Power BI and PowerPlatform for all business areas and functions, including

- Management - finance, forecasting and reporting
- Supply Chain Management
- Production
- Storage
- Sales and customer service
- Kvadrat A/S also uses the product configurator EasyCreator 365, developed by CGI Denmark

EasyCreator 365 is used for the creation of basic products and, via the ordering system, for selected configurable products. The processes in EasyCreator take place across business units and countries.

In addition, CGI helped with integrations between Dynamics 365 and 3rd party systems.

At CGI, René Mikkelsen is also pleased with the collaboration with Kvadrat - and not least with the result. He leads the team of Dynamics 365 specialists from CGI who have worked closely with Kvadrat on the implementation.

"This project is much more than an upgrade from an older version to a new one. It's a complete re-implementation where all elements of Dynamics 365 are in play in a solution that is implemented broadly and deeply."

"Our close cooperation with Kvadrat's highly competent management and employees has been rewarding, challenging and instructive for both parties. In my opinion, the result is a textbook example of the many possibilities Microsoft Dynamics 365 offers," says René Mikkelsen and adds:

"It's a future-proof platform that will support Kvadrat on its growth journey for many years to come and that can grow with the company."



About Kvadrat

Kvadrat A/S is a Danish textile company with headquarters in Ebeltoft and deep roots in the Scandinavian design tradition. The company is a global leader in innovative design of modern textiles and high-quality textile-related products for both architects, designers, and private consumers. Kvadrat employs approximately 900 people and is represented in most of the world.

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 88,500 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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