



Transforming **Vision Hardware** Operations with Microsoft Dynamics 365 Business Central

Customer Overview

Vision Hardware has been redefining expectations throughout the window and door industry for over 25 years by sourcing products from China and distributing them across the United States. With over 10,000 window and door hardware parts and accessories and over 70 patents, Vision is the supplier of choice for leading window and door manufacturers worldwide.

Vision's business relies on a complex supply chain, accurate inventory management and timely order fulfillment. The company is led by a general manager who oversees daily operations in a lean structure without a traditional executive team.

Vision's workflow requires careful handling of overseas shipments, management of replenishment cycles, and maintenance of precise inventory levels to meet customer needs and support growth.

The Business Challenge

Disparate, outdated systems and manual processes burdened Vision's operational landscape. Financials were managed in QuickBooks, while Fishbowl, used as a plug-in, handled inventory.

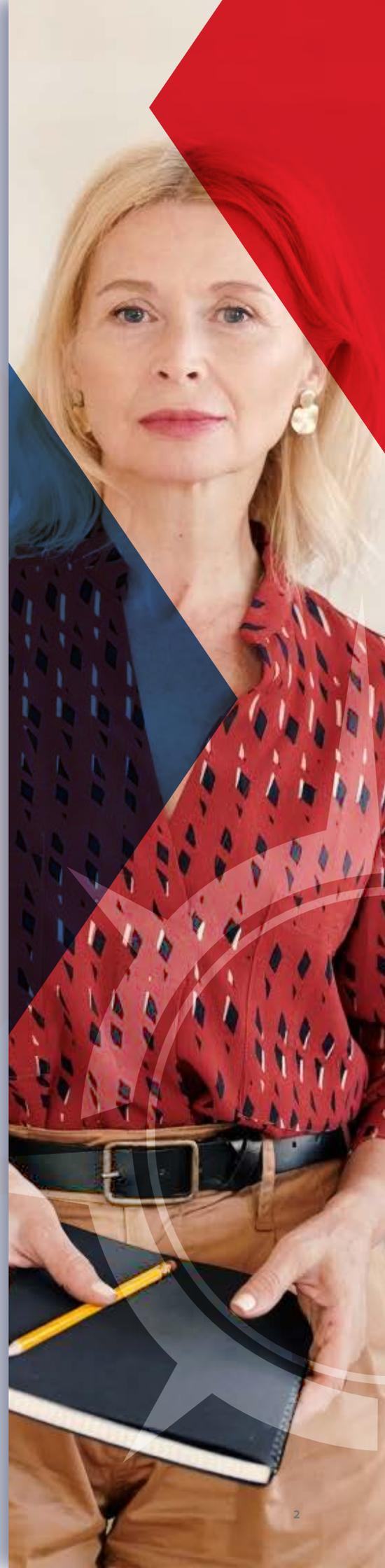
Critical processes such as warehouse management, shipping, and order processing relied heavily on manual data entry and Excel spreadsheets, leading to inefficiencies and limited visibility.

For instance, warehouse staff would manually record received goods, increasing the risk of errors and slowing down operations.

Shipping costs and freight rates were tracked outside the primary ERP, making it challenging to compare rates or integrate shipping information into the business's core system.

This fragmentation led to inaccurate inventory records, delayed order shipments, and hampered the company's ability to analyze data and respond quickly to customer demands.

As a result, Vision's business performance and customer satisfaction were compromised.



Solution Provided by Admiral Consulting Group

Admiral Consulting Group partnered with Vision to revolutionize their operations by implementing Microsoft Dynamics 365 Business Central (BC) as an integrated ERP platform.

The project began with a comprehensive discovery phase, mapping out Vision's existing systems, processes, and pain points.

Admiral's team tailored the BC implementation to cover financial management, supply chain, and advanced warehouse operations.

Customizations such as a bespoke estimate entry module enabled Vision to handle complex pricing models, surcharges, and tiered rules—capabilities that were not available out-of-the-box.

Integration with third-party extensions brought in advanced warehouse management tools (including handheld scanners and license plates) and automated shipping solutions that connected directly with providers like FedEx and UPS. This eliminated manual data entry, enabled real-time inventory tracking, and allowed freight shopping within the ERP.

Admiral also provided onsite training and support, ensuring Vision's team was fully equipped to leverage the new system and navigate the transition from manual workflows to automated processes.



Transformative Outcomes

The transformation delivered measurable improvements across Vision's operations. Order processing is now faster, more accurate, and fully integrated. Inventory is tracked in real time, reducing over-ordering and stockouts, while shipping operations are seamlessly integrated with the ERP, enabling competitive freight shopping and automated cost calculations.

Manual tasks have been minimized, freeing staff to focus on higher-value activities and dramatically reducing errors. Vision now enjoys unified data, enhanced analytics, and the ability to respond to market demands and customer needs with greater precision.

The resilience of Admiral's project management was tested when a key consultant had to leave suddenly due to an emergency. Thanks to thorough documentation, cross-training, and strong client relationships, Admiral ensured business continuity and maintained Vision's trust throughout a multi-year implementation.



"Surviving a consultant's sudden departure and maintaining project momentum showcased Admiral's resilience. The client never felt left in the lurch; our systems and team carried it forward seamlessly."

- Ben Lane
Business Central Practice Manager
Admiral Consulting Group

Vision's leadership regularly attends biweekly status meetings and values Admiral's proactive support:



"Admiral's team has always been responsive and reliable. The transition to Business Central was a big leap for us, but their dedication and expertise gave us the confidence to move forward. We now have the tools and insights to run our business more efficiently than ever."

- General Manager
Vision Hardware



The Conclusion

Vision's journey from manual, disconnected systems to a unified, automated ERP environment is a testament to the power of the right technology and partnership.

Admiral's expertise in Business Central implementation, customization, and client support enabled Vision to overcome significant operational hurdles, streamline processes, and position itself for future growth.

The project not only unified data and improved efficiency but also demonstrated Admiral's commitment to resilience and customer success, even in the face of unexpected challenges.

Vision now stands as a model for hardware companies seeking to modernize operations and achieve lasting results through digital transformation.

Ready to transform your business systems and unlock new efficiency?

Partner with Admiral Consulting Group and discover how Microsoft Dynamics 365 Business Central can streamline your processes, unify your data, and drive your growth.

Contact us today to start your digital transformation journey and set your company up for lasting success.