

The National Food Lab transforms employee experience with Microsoft Dynamics 365 Project Operations



About the client

The National Food Lab (NFL), a food product research and development company, sought to enhance its management of client projects, including time and expense tracking, revenue recognition, and billing.



Outcomes

With Microsoft Dynamics 365 Project Operations, NFL has gained business benefits such as:

- Integrated project revenue reporting
- Enhanced expense entry
- Simplified resource scheduling across divisions
- Optimized resource management
- Improved organizational visibility



Solution

Leveraging sa.global's expertise, NFL successfully implemented Microsoft Dynamics 365 Project Operations to address all their challenges.

“ *The sa.global team was patient, flexible, and creative in getting our team and project to the finish line.*

*– Alan C Roberts, President and Commissioner,
The National Food Lab*

A close-up photograph of several wheat stalks, showing the green and yellowing grain heads and long, thin awns. The background is a soft, out-of-focus green. A white rectangular text box is positioned in the upper right corner, featuring an orange triangular graphic element at its bottom right corner.

Client overview

The National Food Lab (NFL) specializes in innovative product development and research and development consultancy services. They serve a wide range of industries, including food and beverage, supplements, pet food, packaging, personal care, and home care.

The company sought to enhance its management of client projects, including time and expense tracking, revenue recognition, and billing. Recognizing the benefits of consolidating their operations on a unified platform, NFL decided to leverage their existing Microsoft Dynamics 365 Customer Experience implementation. Leveraging sa.global's expertise, they successfully implemented Microsoft Dynamics 365 Project Operations, addressing all of NFL's challenges.

A lot of moving pieces

The National Food Lab (NFL) faced multiple challenges in transitioning from a custom Salesforce system. They needed a system that could handle customer data, sales, project tasks, resource scheduling, and invoices while adjusting revenue calculations for different project types. This process was further complicated by the existence of two NFL divisions with unique processes, all requiring accommodation within a single solution.

“Integrating the Microsoft Dynamics 365 Customer Engagement environment was crucial in our software decision. We are just scratching the surface of how these tools can improve our client interactions.

*- Alan C Roberts, President and Commissioner,
The National Food Lab*

Unifying all processes for efficiency

sa.global utilized Dynamics 365 Project Operations lite deployment, integrating sales, contract, project, and scheduling functions. They installed base customizations to align with the parent company processes and guided NFL to use standardized workflows.

“The Dynamics 365 Project Operations implementation had a much smoother go-live phase and fewer hyper-care issues than our prior one four years ago.

sa.global skilfully replicated NFL's facility calendar and built custom fields for real-time revenue calculation. Currently, they are leveraging the robust capabilities of Power BI for custom reports and dashboards.



Standing stronger with Microsoft Dynamics 365 Project Operations

sa.global has revolutionized NFL's operations, enhancing expense entry efficiency. Strategic system configuration now enables integrated project revenue reporting, with historical data directly at the project level. Moreover, sa.global has simplified resource scheduling across NFL's divisions, boosting the visibility of team commitments and optimizing resource management. These advancements have notably elevated NFL's operational excellence.



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