

CREATION GROSS
SINCE 1925

**CASE
STUDY**

CREATION GROSS

From production to retail
**Introducing D365 F/O as an
enterprise-ready solution**

About Création Gross **INTRO**

For 100 years, the Hersbruck-based company Création Gross has been passionately designing and developing men's suits. Traditional craftsmanship, high-standard manufacturing and the usage of the finest materials form the basis of the success formula that defines the special passion for tailoring Création Gross has. Initially started with suits, the company developed over the decades into a respected supplier of trousers, jackets, accessories, waistcoats and much more.



With the two brands CARL GROSS and CG - CLUB of GENTS, three collections are presented to the trade public at international shows every year. There is a total of around 200 employees that work at the main location in Hersbruck. Distribution takes place via 1200 specialist retailers worldwide in currently 48 countries, via wholesale partners, retail depots, an online shop and at the company's own factory outlet shops.

PROJECT Approach

Création Gross has been working with the Microsoft AX2012 system for several years. Already in this solution we were able to consider the company-specific requirements and map them in the respective process flows. With the announcement to implement D365 F&O as the successor to AX2012, they saw the opportunity to implement the diverse tasks and areas of a multi-channel company on a modern, flexible platform. With the goal of granting customers – trading partners and end customers – alongside suppliers and their own employees the opportunity to cooperate in a more efficient and easy way with each other enabled by through the holistic central approach of D365.

Due to the good cooperation with Création Gross in the context of AX2012 system maintenance and further development, MS POS became one of the main partners for the implementation of D365 F/O.

“Our collaboration with the MS POS team has not only been marked by their exceptional expertise in Dynamics 365 FO but also by the deep trust and transparency we’ve cultivated throughout the project. Their unwavering commitment and professionalism have fortified our confidence in them, ensuring that every stage of our implementation was executed with precision. The trustful relationship we’ve built is invaluable, and we’re excited to continue our journey with such a reliable partner.”

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Tobias Schuhmacher, Head of IT / Organization



IMPLEMENTATION Solution

To carry out a complex project with many individual workflows and intensively used modules in a short time requires a good planning as well as regular controls, alongside coordination of all parties involved.

In the project planning, we extracted and expanded on every point that helped us on clearly defining the client's requirements and precisely working out which flows of the standard version in D365 F/O had to be extended and what new workflows should look like. The collected information was recorded in detail and the design and implementation documents were stored via internal tools and all the processes were documented in flow charts. The implementation was carried out in an agile manner with continuous exchange with the client, so that individual steps could also be optimised and adapted again and again throughout the entire process chain.



Our team provided support primarily in the areas of purchase, sales and retail as well as in document and output management (all work related to printing). This was based on the use of Docentric solutions (provider of simplified output management solutions for D365 F/O and other solutions).

The main goal was to adapt the solutions in a flexible manner to the changing needs of the client. Some challenges were code management and code-sharing with the other implementation partners as well as dependency management, model structure and transfer of changes between the environments specified by the client.

In addition, all the client's own branches were to be equipped with D365 F/O's integrated POS solution followed by preparation and configurations needed for the respective countries. The project approach aimed to stay as close as possible to the standard while still implementing individual solutions for the client custom flows, resulting from many years of experience and in-house know-how. The approach included designing these in a module-like manner so that they could be built upon in future versions.



At a glance

- Project duration 15 months
- Technological environment D365 F/O
- User 150 +
- 6 outlets
- 5 countries



CONCLUSION Lessons learned

When many parties work together on a coherent project, good preparation, constantly maintained documentation and, above all, intensive communication are the keys to success. In this respect, the entire Création Gross team has shown us time and again how a pragmatic, partnership-based and more human approach can make a significant difference in building up trust in a working relationship, needed to realize the project in a goal-oriented and successful manner.



AND how can we help you?

Contact us!

We are happy to advise you.



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 **MS POS**
Knowledge is the Solution