

Global Manufacturer Selects Small Firm Over Large Partners for Complex NAV to Business Central Reimplementation

Customer:

JEM America Corp.

Industry:

Manufacturing

Organization Size:

51-200 employees

Headquarters:

Fremont, CA

Highlights:

- 98% reduction in inventory variance
- 300 custom development hours creating tailored workflows, APIs and integrations to match existing business processes
- Manual magnet boards replaced with real-time Power BI dashboards on 65" screens, symbolizing company-wide modernization

Project Snapshot

Find out how JEM America Corp. transformed their operations when their Dynamics NAV 2013 R2 system lost support. Working with Mount Evans Consulting, they saved \$100,000 by choosing reimplementation over migration. The 18-month Business Central project replaced manual processes with modern automation while preserving their existing business workflows.

About JEM America Corp.

JEM America Corp., established in 1987, is a subsidiary of Japan Electronic Materials Corporation (JEM), a world leader in probe card manufacturing. They serve a global clientele, including industry giants such as IBM and SanDisk, from their facilities in the San Francisco Bay Area.

The Challenge

JEM America Corp.'s operational backbone was Microsoft Dynamics NAV 2013 R2, a system originally implemented in the early 2000s. Over time, this system accumulated extensive customizations and numerous ISV add-ons to accommodate their processes.

Alex Bansil, Purchasing Supervisor, highlighted the critical issue: *"Our system worked, but it was old. When the original consulting firm was bought out, our new partner couldn't provide support."* As a result, JEM America Corp. didn't have a clear path forward for modernization.

Inventory tracking was a manual process, employing handwritten labels and paper logs, which required manual adjustments and significant time to manage. Production scheduling was managed with magnet boards tracking over 100 active jobs simultaneously.

Their online customer portal, hosted on-premises, also needed help. *"Our portal felt vintage. It was made in the early 2000s, and the IT team that built it was no longer here, meaning we didn't have any way to improve it."*

The company recognized the need for a change.

The Solution

JEM America Corp. searched for a new implementation partner. After inviting several partners for an intense on-site discovery session, the Mount Evans Consulting team was selected.

Alex elaborates: *"The larger partners made us feel we would get lost in the shuffle. That's why we chose Mount Evans, because we liked their size; they felt more compatible with our company. We talked directly to Kristen, their president, and had good communication with the developers as well. They even went above and beyond to make a demo for our team during the discovery phase, which other companies were unwilling to do."*

"The production board is the most symbolic change in our company. Everyone, including the management team, really likes it; they enjoy seeing the objects move on the screen, rather than manually moving magnets."

Alex Bansil, Purchasing Supervisor
JEM America Corp.

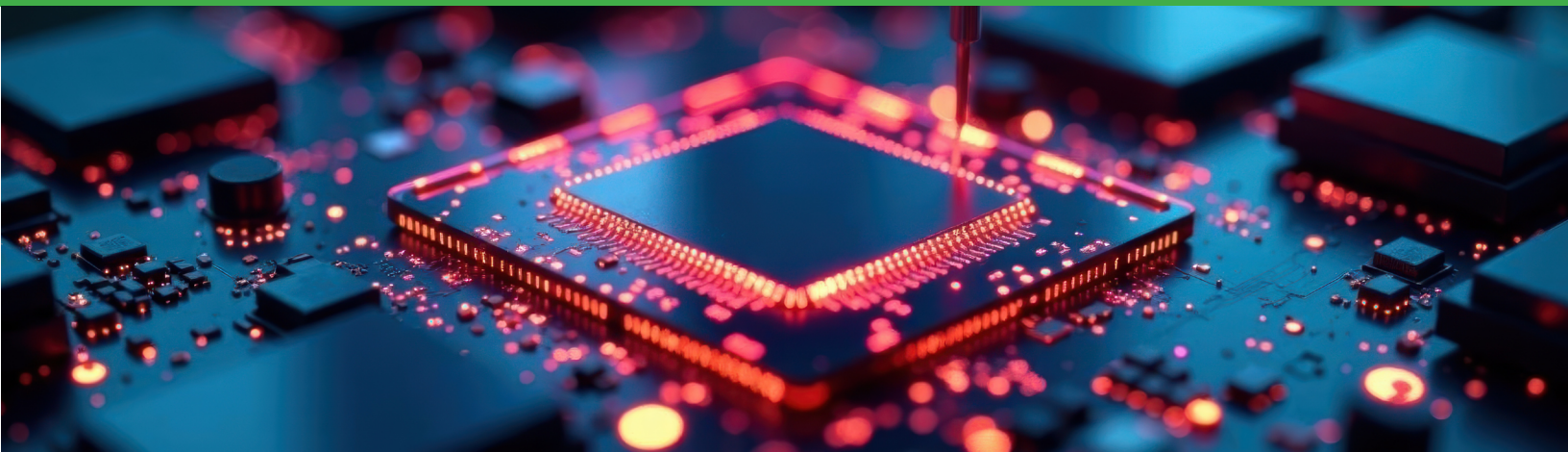
A key factor in Mount Evans Consulting's selection was the team's knowledge of legacy Navision. Despite their smaller size, Mount Evans Consulting demonstrated they could handle the complexity of an international manufacturing operation with extensive customization requirements.

It was quickly established that the plan to migrate from Navision to Business Central would first require an upgrade to a more recent version of Dynamics NAV, and the resulting transition would lose their customizations. Additionally, the cost of migration would be \$100,000 more than a new implementation. It was an easy decision to implement Business Central from scratch.

The project lasted 18 months and involved over 300 hours of dedicated development.

Key deliverables of the implementation included:

Real-time Production Dashboards: Custom Power BI dashboards were developed and displayed on 65-inch TVs in the production area. These dynamic screens replaced the magnet boards, providing real-time visibility into over 100 concurrent jobs.



Modern Customer Portal: A new customer portal was built using Power Pages, offering clients a modern, intuitive interface to access past orders, product specifications, CAD drawings, and repair history.

Integrated Document Management: A custom SharePoint connector was implemented to integrate documents seamlessly across Business Central and the new customer portal, centralizing product information.

Barcode Inventory System: A sophisticated barcode inventory system was introduced, replacing manual parts tracking.

Tailored Workflows and Integrations: Dozens of custom workflows, APIs, report layouts, and dashboards were designed and tailored to JEM America's operational needs.

With a flexible approach and close collaboration with JEM America personnel, Mount Evans Consulting ensured the new system would seamlessly integrate with their existing processes rather than forcing them into rigid, out-of-the-box options.

The Benefits

Many features that were previously custom-built in their legacy NAV system are now standard functionality within Business Central, reducing complexity and maintenance overhead. This guarantees them better long-term support and easier future upgrades.

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Alex Bansil, Purchasing Supervisor
JEM America Corp.

Alex Bansil outlines the key benefits of the new Business Central system:

Modern Production Monitoring: The custom Power BI dashboards, displayed on large screens in the production area, provide real-time insights. *"The production board is the most symbolic change in our company. Everyone, including the management team, really likes it; they enjoy seeing the objects move on the screen, rather than manually moving magnets. It has a much more modern feel."*

Enhanced Customer Experience: Customer experience has been significantly enhanced through the Power Pages portal. *"Customers think the portal is a nice, modern upgrade. And it's so much easier to manage now that it's in the cloud."*

Dramatic Inventory Accuracy: The new barcode inventory system increased inventory accuracy, reduced waste, and saved time. *"Our physical inventory adjustment reflected a loss of around \$2,500 per quarter. Now that we are barcoding, labeling, and consuming on the spot, our adjustment has dropped to around \$50 per quarter. Additionally, instead of spending 8 hours looking for boxes during our monthly count, we can now finish in half a day."*

Painless User Adoption: Despite the extensive changes, user adoption was remarkably smooth, with minimal training required. *"Business Central has a similar structure and process to Navision, but with a more modern UI. That made it easier for our team to learn."*

A Partnership that Delivered

The team at JEM America remains highly satisfied with their choice of Business Central. Alex explains, *"I would recommend Business Central because we like how customizable it is compared to other ERP systems."*

That ability to customize is what made it possible for Mount Evans Consulting to deliver what the customer needed. *"Mount Evans didn't expect us to conform to the standard processes built into Business Central, even though we were doing a complete reimplementation. They made every effort to align Business Central with the way we do business."*

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Alex Bansil, Purchasing Supervisor
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The partnership with Mount Evans Consulting exceeded expectations. *"They really care about their customers. We can talk to Kristen directly, and she'll help us right away. With our previous partner, we had to submit a support ticket and wait, sometimes not hearing anything. We really like the team that Kristen has built. It's definitely a great experience with Mount Evans Consulting."*

Don't Let Legacy Systems Hold You Back

Companies don't have to remain trapped by aging systems that lack support and limit growth.

With the right partner to guide the way, even complex manufacturing operations like JEM America can modernize their entire technology stack from production floors to customer portals, creating a foundation for future growth and innovation. Mount Evans Consulting will be by their side for the long-term, committed to ensuring that JEM America continues to evolve and grow with Business Central.

Whether it is an easy trail or a rugged uphill route, Mount Evans Consulting can help companies of all sizes scale the peaks of ERP.

