



MICROSOFT DYNAMICS 365 SUPPORT
SERVICES CASE STUDY

Euronext turns to XPLUS as support partner



Euronext, the largest stock exchange and market infrastructure, connecting European economies to global capital markets has decided to choose XPLUS for support of a cloud-based ERP system from Microsoft.

XPLUS was responsible for carrying out end-to-end support services of Microsoft Dynamics 365 Finance and Operations for over 40 companies that belong to Euronext.

An integrated solution for finance and operations

Euronext has cooperated with various Microsoft partners in the past and decided to select XPLUS as the main ERP maintenance service partner.





Euronext's Objectives and Challenges

After several years of utilizing Dynamics 2012 R3, Euronext made a strategic decision in 2019 to transition to Microsoft Dynamics 365 Finance and Operations in the cloud.

The objectives set by Euronext were multi-faceted, aiming to:

- Centralize the financial system with enhanced capabilities for reporting and compliance,
- Standardize and optimize financial processes across the entire organization,
- Streamline and improve the efficiency of integrating new legal entities into the organizational structure,
- Enhance acceptance and adoption of the system across the entire Euronext Group,
- Minimize modifications for a simpler and more maintainable system.

Adoption of the Cloud

The technical upgrade was executed with slow improvements to the systems without causing radical changes. It sought to be aligned to the standard processes of Microsoft Dynamics 365 Finance and Operations.

Main focus was placed on continuous improvement efforts designed to enhance the processes of accounting and reporting.

These were a series of small, evolutionary steps rather than a revolutionary transformation.

Shorter project duration

In the circumstances of the current AX12 ENX environment, a pure technical upgrade was impossible, costly, and lengthy.

Therefore, a hybrid model was proposed, which proved to be very effective. It shortened the overall project duration, reduced costs, minimized the number of customizations, and optimized the applications to support Euronext business processes.

Generally, **at Euronext, operations are conducted within relatively short deployment times.**

We are running a lot of initiatives in different countries, and this is assuring to have a reliable partner we can count on not only in current day-to-day tasks but also new challenging endeavors.

We can hand over complex tasks like data migration and go-live support in our subsidiaries in Oslo or Milan and be able to concentrate on our business knowing that our partner will do what is necessary for our successes

KAOUTAR MAKHOUKH

HEAD OF FINANCE SYSTEMS
& PROJECTS AT EURONEXT

Reduced infrastructure and software costs

Today, **the system is used in more than 40 legal entities** belonging to Euronext in France, the Netherlands, Belgium, Norway, Denmark, Ireland, Portugal, United Kingdom, United States of America, Hong Kong, Singapore, India, and Ireland.

Thanks to XPLUS's support it is possible to reduce infrastructure and software costs, including licensing, and there is a modern, future-proof base for growth.

XPLUS has proved their competence by helping us to upgrade our old AX 2012 to a new – cloud based – solution. After the successful technical upgrade, we decided to hand over the maintenance and support to them. XPLUS has adapted to our ways of working and we know we can rely on their help. The technical upgrade is just one of their successful initiatives.

Working with XPLUS was a mutual knowledge exchange and we are looking forward to a successful long-term cooperation.

KAOUTAR MAKHOUKH

HEAD OF FINANCE SYSTEMS
& PROJECTS AT EURONEXT

Maciej has overseen the successful transformation of the Euronext financial system from Microsoft Dynamics AX 2012 to a modern, cloud-based solution based on Microsoft Dynamics 365 F&O.

Today, under his supervision, XPLUS provides support in functional and administrative issues helping Euronext with day-to-day system operations.

There are always new challenges when Euronext acquires and merges new legal entities into the system landscape.

We have started our common journey with 800 users of the financial system in Euronext and today the number has doubled to over 1500 users. The biggest challenge in our job is to maintain knowledge of customer specific business practices and expectations

MACIEJ WRÓBLEWSKI

SENIOR PROJECT MANAGER
& HEAD OF SUPPORT AT XPLUS

Our activities focus primarily on complex projects, involving large international companies, usually with a multinational, dispersed structure. I am very proud of having Euronext on our serviced customer list

KAROL SUDNIK

XPLUS CEO

Why XPLUS?

In 2019, XPLUS introduced their test automation tool, Executive Automats, at a time when budgeting needs were under discussion. A detailed analysis and Proof of Concept (POC) designed for Euronext's specific requirements were successfully conducted, demonstrating XPLUS's proficiency and expertise in fulfilling Euronext's needs. Following this successful demonstration, conversations shifted towards upgrading the existing AX12 system to D365, with XPLUS being selected as the partner for this important project.

Cooperation model

XPLUS provides system expertise, consulting, methodology, which together allow projects to be carried out in an efficient manner and reduce project time

About XPLUS

XPLUS is a three-time winner of the Inner Circle for Microsoft Business Applications award and has been selected four times as the Microsoft Dynamics 365 Partner of the Year in Poland.

XPLUS offers a Microsoft Dynamics 365 implementation, upgrade and AX2012/D365 maintenance.