

ENVISTA

enVista got its start with supply chain consulting offerings, focusing on transportation, warehousing, and engineering solutions. Over the last five years, enVista has developed a Microsoft Dynamics AX practice, evolving from an emerging Partner to a top Partner in the Microsoft ecosystem. The deep industry knowledge and domain experience that allowed enVista's consultants to solve complex supply chain problems now enables them to tailor the Microsoft Dynamics AX platform to fit Customers' needs. enVista extends a full service offering for all Microsoft Dynamics AX implementation and development services, plus a hosted managed services solution to provide Microsoft Dynamics AX in the cloud.

AXUG: *You're a reseller but also offer extensions to Microsoft Dynamics AX. Tell me about those products.*

Don Riggs (DR): Our mobile application is called enHanced Mobile. We're taking standard warehousing types of transactions and making them mobile via a web interface that can work across devices. There's no install with that product; once you connect to the website you're up and running.

We also create extensions that optimize our clients' warehouses, such as building transfer orders as people are loading the trucks and keeping up with the multi-threaded operations within the warehouse. We take the standard Microsoft Dynamics AX set and extend that into many different possibilities for picking, packing, and transferring those items.

AXUG: *You know this business function. What do your clients appreciate most about that?*

DR: If you look at how ERP systems are implemented, you have to start by understanding the business and being able to talk about it. We take the practice of the business and bring that into Microsoft Dynamics AX.

In any of these situations there are limitations, and part of what we do is sell ideas and concepts instead of just implementing software. We need to migrate a client's process into a complementary Microsoft Dynamics AX process so they're able to find value in the implementation. That's what's special about our organization – we're consultants first and technicians second. It's so important to understand their business.

We're at the stage where our consultants are some of the best in the industry. We're trying to do it differently at enVista, and the only way knowledge will continue to grow and change our industry is if we develop the people in our organizations.

AXUG: *Tell me a little bit about your Customers.*

DR: Many have warehouses. Our main focus will continue to be around warehousing solutions – the shipment planning systems, shipping executions, and distribution side of Microsoft Dynamics AX. That's where there are some gaps we can fill.

AXUG: *What do you like most about working with your clients?*

DR: I like the challenge of solving problems within a standard framework. I'm not for customizing. To me, the skill of the consultant is to get the client to use the system as designed but to make a solution set that's effective for the Customer.

As much as possible, I want to limit customizations. If they are there, I want to enhance the product in areas where the product doesn't have as much to offer. To me, the fun is putting together a big puzzle and getting everybody up to speed and happy with the outcome.

AXUG: *We're glad to have you as an active Partner Member of AXUG. What do you enjoy most about your participation?*

DR: I enjoy leading sessions and am looking forward to the two I'll deliver at Summit. Because of my background of more than 25 years in manufacturing consulting, I've found areas of specialty – maybe even a pigeon hole (*laughs*) – in teaching production, scheduling and capacity planning, LEAN process, discrete manufacturing, and product costing. I enjoy training others in these courses as well as sitting in on Ask the Expert panels.

AXUG: *We're looking forward to those sessions as well. What advice do you have for Users to maximize their time at Summit?*

DR: Summit is the most important show for end Users to attend. Quite frankly, it's the only show I go to because it is aimed at the end User. I want to help and give back to an industry that's been good to me.

Take advantage of the sessions as there is a lot of knowledge in them. You have people like Scott Hamilton, a good friend of mine and Microsoft Dynamics AX expert, and others who have the most depth of knowledge of the product. You also have the opportunity to talk to other Users and find out what their experience and where their problems are. You will develop a much greater knowledge as some of the best in the industry are at Summit, either teaching, participating, or attending. **AXUG**



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