DynaTech | Systems | Microsoft Solutions Partner

An E-Learning Provider - Enhancing **E-learning and Education** with Dynamics 365

About the Company

A premier educational content provider delivering 800+ courses and 1,800+ lectures across 13+ categories, serving a global subscriber base with "edutainment."

Industry

E-learning & Education Workforce	Legal Entities
300+	**4+**

Service

D365 Finance & Supply Chain Management	D365 Sales	D365 CE	Power Platform	Testing Automation	Data Migration	Dual Write
D365 Customer Service	Azure	Fabric	Payment Gateway Connector	E-commerce Connector	Managed Services	Shipping Connector

Solution

01 AX Upgrade & Cloud Migration
Migrated legacy AX2009 to Dynamics 365 F&SCM with selective data migration strategy using Azure Data Factory and SSIS, reducing infrastructure costs and manual management overhead.

02 Order Management & Contact Center Enablement
Deployed D365 Sales and D365 Customer Service to centralize order lifecycle tracking, improve customer service, and reduce order-to-cash delays.

03 Pricing & Discount Engine
Built a custom pricing engine with bulk update, coupon and discount modules, enabling flexible pricing structures and efficient promotion management.

04 Payment & Tax Integrations
Integrated WorldPay across D365 CE, F&O, and e-commerce platforms for faster settlements and Avalara Tax API for accurate, compliant tax calculations.

05 3PL & E-Commerce Integration:
Connected 3PL partners for warehousing, shipping, and fulfillment, and enabled omni-channel order intake through middleware hubs and 15+ API integrations.

06 Real-Time Synchronization & Automation
Implemented Dual Write for cross-application data sync, automated order validation across order types (web, gift, replacement, mail, omni), and digital/physical gift certificate issuance with full/partial redemption.

07 Analytics & Reporting
Centralized reporting via Azure Synapse and enabled unified dashboards to overcome SSRS reporting limitations.

08 Engagement Model
18-month end-to-end implementation delivered remotely with close collaboration between IT, Finance, Sales, and Customer Service teams.

Results and Outcomes

- Reduced manual effort in order processing with automated order-to-cash workflows.
- Scalable infrastructure to handle seasonal order spikes without bottlenecks.
- Faster and more secure settlements with integrated WorldPay.
- Accurate tax compliance across global markets through Avalara API integration.
- Improved customer service experience with centralized contact center operations.
- Efficient management of complex pricing models, coupons, and discounts.
- Unified reporting and advanced analytics enabling real-time, data-driven decisions.
- Lower IT overhead and reduced dependency on third-party solutions.