

Protective  
Industries INC.



# Digital Transformation Meets Real World

Caplugs Journey from domestic on-prem to Global BC SaaS



# Anthony Darden

## Vice President – IT

### Protective Industries, Inc. (Caplugs)

**DUG Advisory Council:** 2022 - Present

NAVUG CIO Council: 2017 - 2020

NAVUG Board of Advisors: 2015 - 2017

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Chapter Leader of the Year: 2016

NAVUG All-Star: 2016

NAVUG Emerald Award Winner: 2016, 2017, 2018

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# AGENDA

- Background
- Planning and Design
- Execution
- Postmortem
- Q&A



# Protective Industries By The Numbers

**450,000,000**  
PARTS IN STOCK

**15,000,000**  
PARTS PRODUCED PER DAY

**40,000+**  
CATALOG PRODUCTS

OVER **300**  
MOLDING MACHINES

**11** MANUFACTURING  
FACILITIES

MORE THAN **20** ENGINEERS

Manufacturing  
Processes **6**

Injection Molding

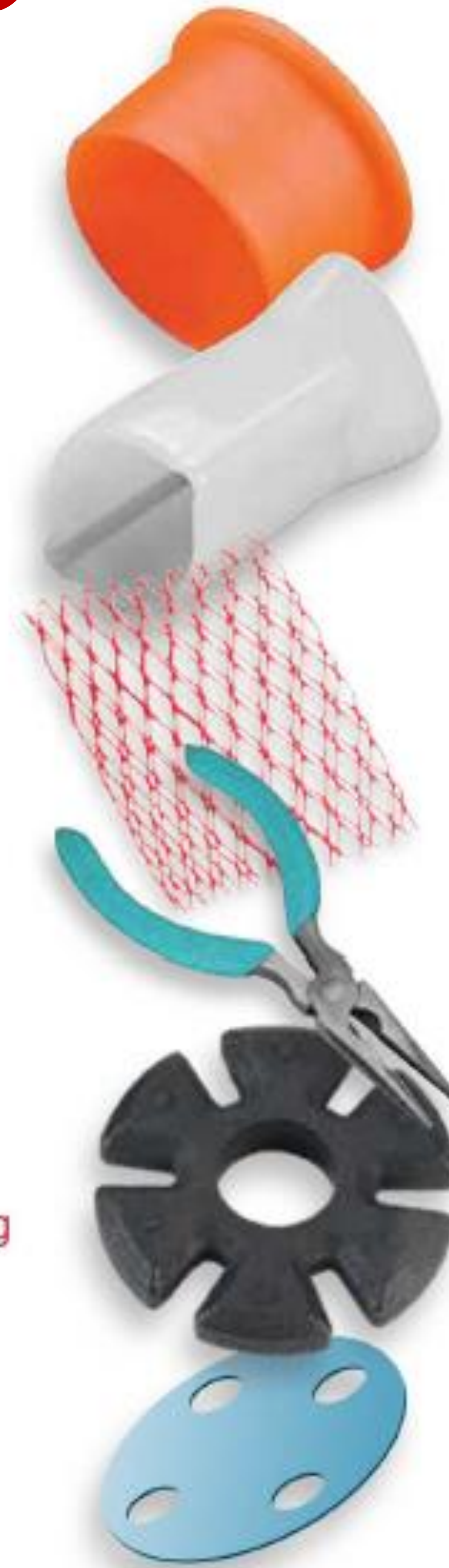
Vinyl Dip-molding

Extrusion

Vinyl Coating

Compression Molding

Die-cutting



**45+** DIRECT  
IN-FIELD SALES  
PROFESSIONALS

**5** EXCLUSIVE  
INTERNATIONAL  
DISTRIBUTORS

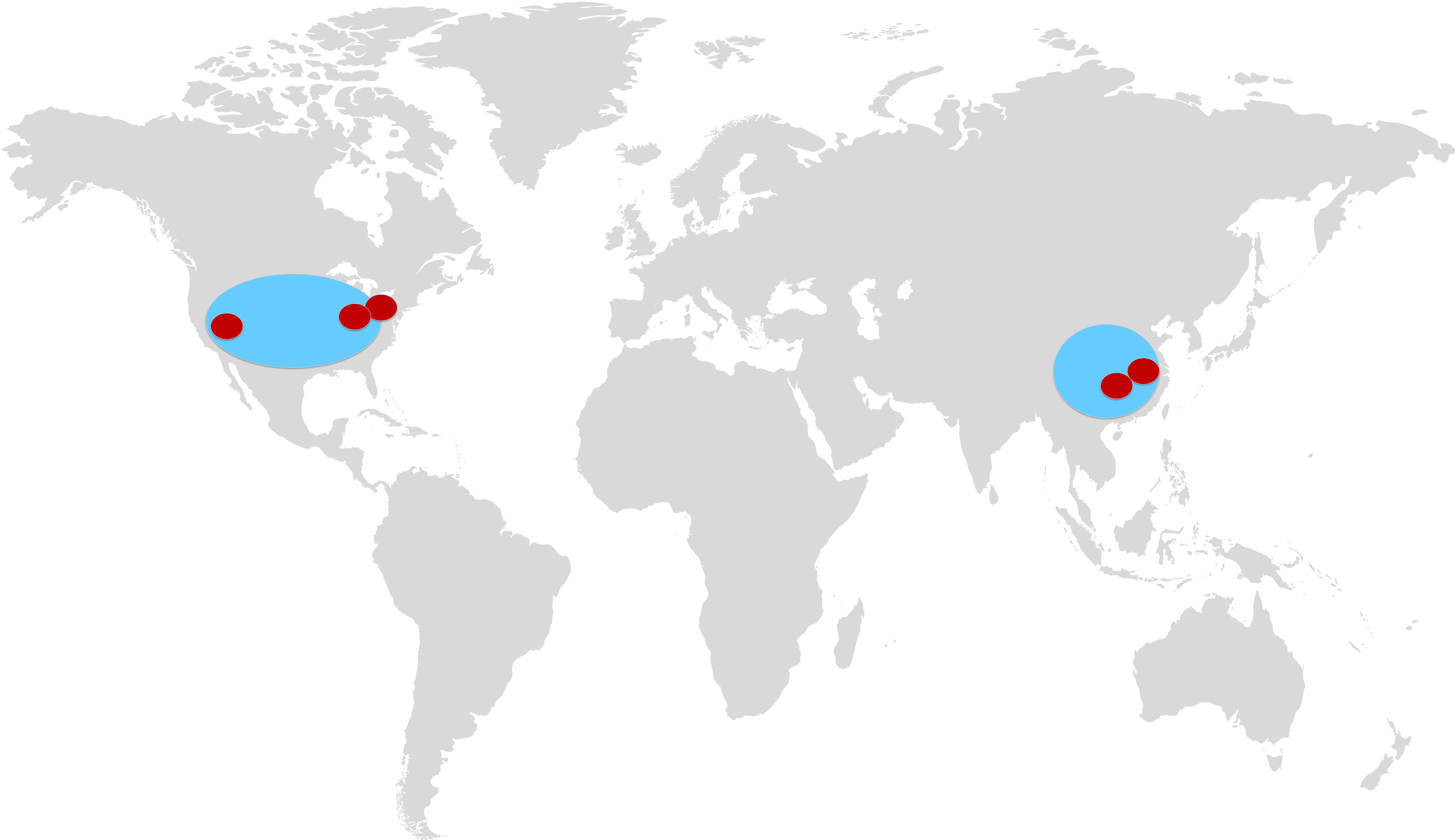
INTERNAL SALES  
SUPPORT EXPERTS **30+**

THE **1**  
PARTNER  
INDUSTRY LEADERS  
WANT TO WORK WITH

SERVING **30,000+** CUSTOMERS

# 2012 Global Footprint – \$90m

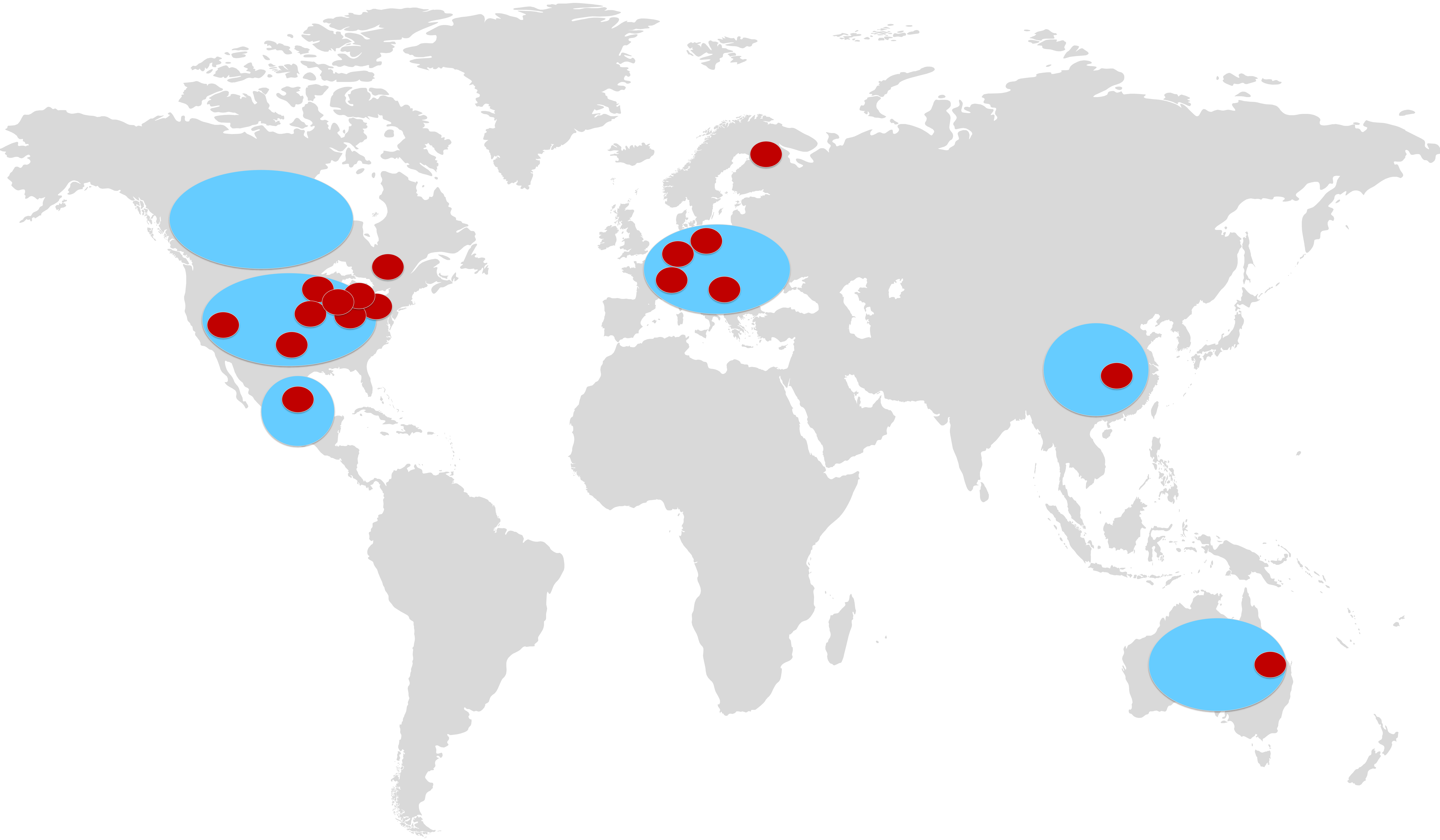
- 2 countries
  - 5 locations
- 
- On-prem
    - NAV 3.7
    - NAV 2009 R2
  - 4 integrations



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# 2021 Global Footprint – \$400m

- 10 countries
  - 17 locations
- 
- On-prem and cloud
    - Great Plains
    - IQMS
    - NAV 2009 R2
    - NAV 2017
    - NAV 2018
    - Business Central SaaS
  - 10 integrations



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WORD OF THE DAY

# untenable

*adjective* | un-TEN-uh-bul

not able to be defended; incapable of being justified



[m-w.com/word-of-the-day](https://www.m-w.com/word-of-the-day)

# AGENDA

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# Time to move on??



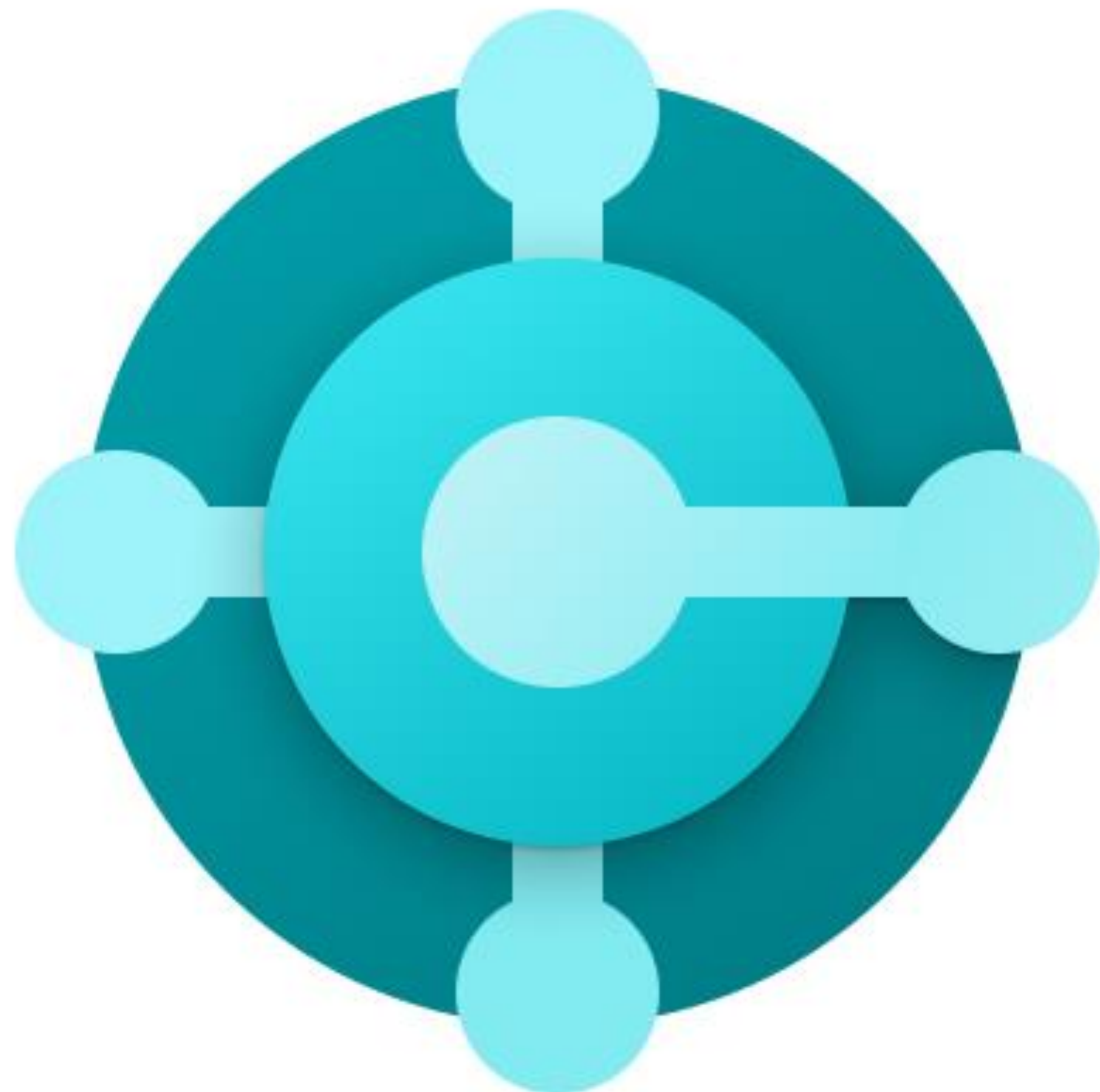
# Building the case to stay home

- Budget
- Same cloud as
- User experience
- Business Center
- Microsoft and



ers

stify the move



# “Single face to the customer”

- **Single tenant**
- **Localizations**
- **CRM**
- **Reporting**

**ROBEX Scheduler**  
LET'S MAKE PLANS



 **Zetadocs**

**Avalara**  
Making sales tax less taxing

**ONE**  
SMART CONFIGURABLE SOFTWARE

 **ChargeLogic**

 **Microsoft**  
365

**INSIGHT  
WORKS**

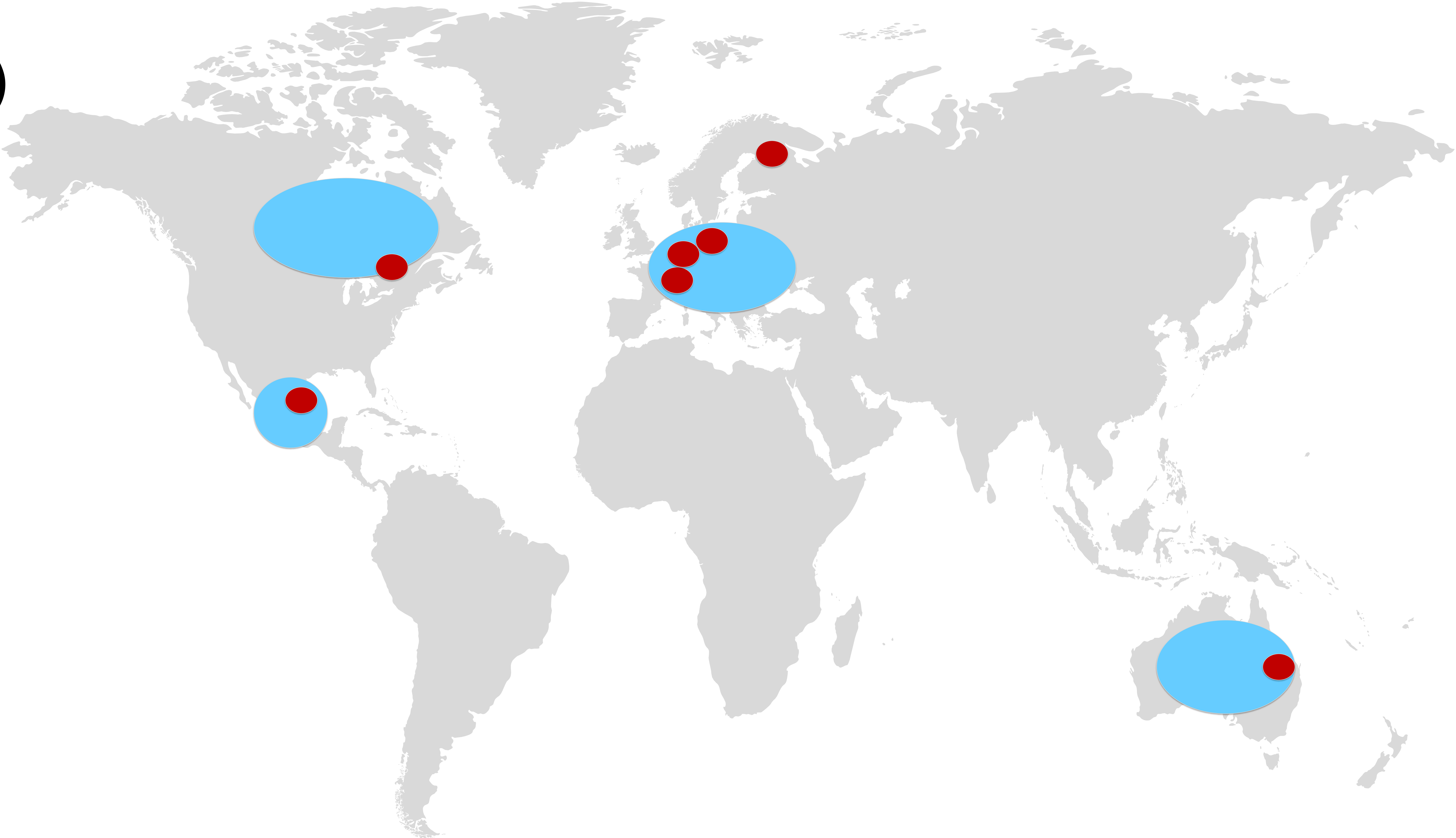


 **Microsoft  
Dynamics<sup>®</sup> 365**

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# Business Central Global Footprint

- 7 locations (AU, EU, CA, MX)
- SaaS deployments
- Legacy data preservation
- Core template



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# CLOUD BENEFITS

- Cost savings
- Unlimited storage
- Security
- Automatic software updates
- Always up



# CLOUD BENEFITS

- Cost s
- Unlim
- Secur
- Auton
- Alway



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# CLOUD BENEFITS

- Cost savings
- Security
- Automatic software updates
- Unlimited storage
- Always up
- Compute Power
- Sustainability
- Competitive edge
- Loss mitigation
- Disaster recovery
- Increased collaboration
- Insight
- Mobility





# SEVEN DEADLY SINS OF CLOUD PROJECTS

- **Greed** – cost-saving project minded vs. long-term strategic vision
- **Pride** – overestimating the capabilities of the technology and your team’s ability to drive it
- **Sloth** – Too lazy to properly invest in the infrastructure to support cloud, or only focusing on one solution or business function in this space
- **Envy** – trying to match your competition on their specific initiative
- **Wrath** – ignoring employee feedback on approach and charging ahead
- **Gluttony** – taking on too much at once.
- **Lust** – Getting caught up in the hype of the next big cloud “thing”.



# Lessons Learned

- Don't let the forest mindset slip for trees
- Embrace what BC gives you, limit 3<sup>rd</sup> parties
- Consider documentation ahead of time
- Speed can be your enemy
- Cultural differences
- Mandate requests documentation

"The only  
mistake in life  
is the lesson  
not learned"



Albert Einstein

# Key Takeaways

- Business Central **can** scale
- Know your add-on costs
- Template discipline
- Local dedicated ERP resource
- Frequent shorter meetings
- White glove treatment for employees



# CIO Lifeline

Practical Tips and Advice From the Front Lines

[www.youtube.com/@ciolifeline](http://www.youtube.com/@ciolifeline)

## Change is Hard!



30:13

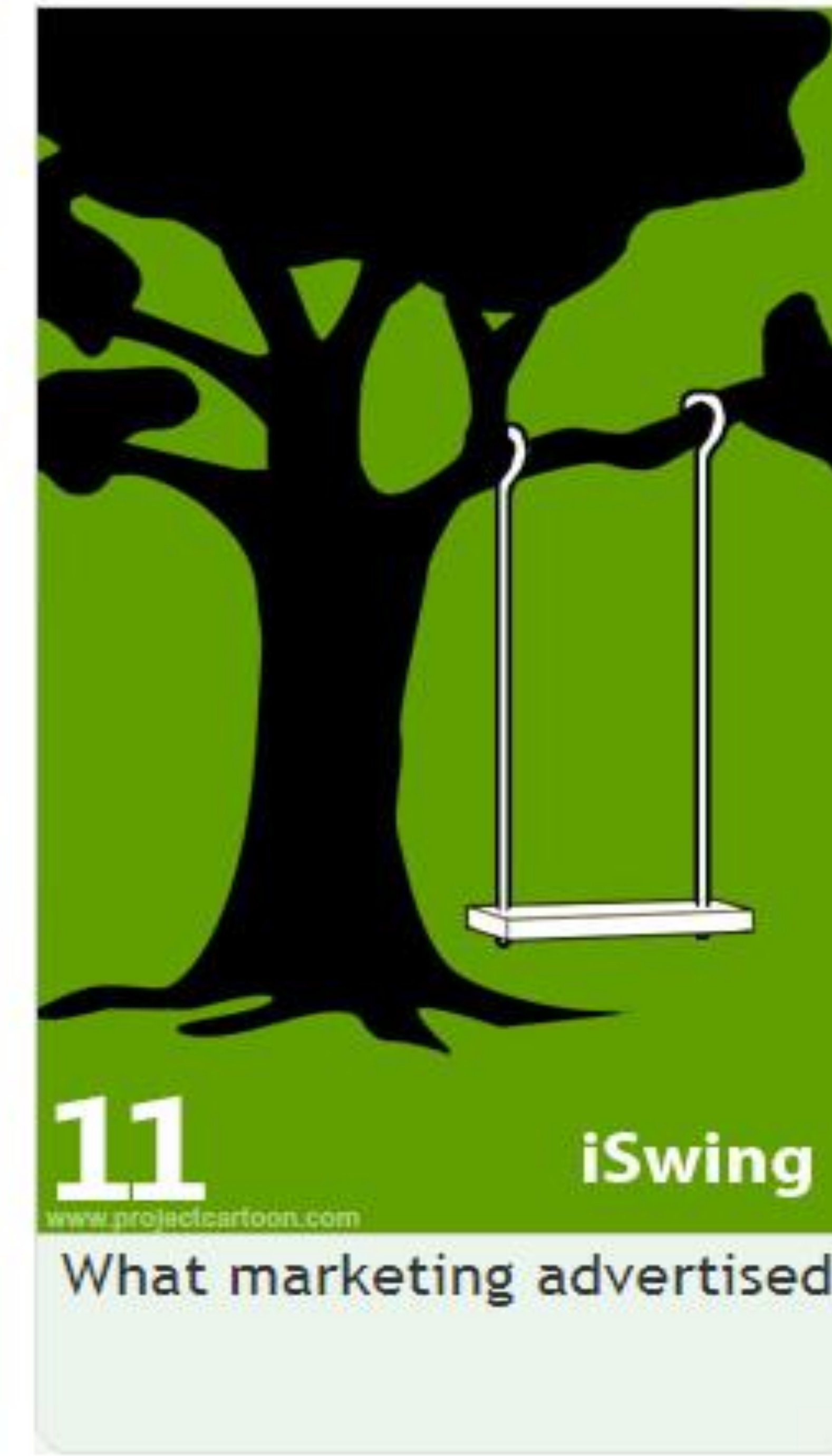
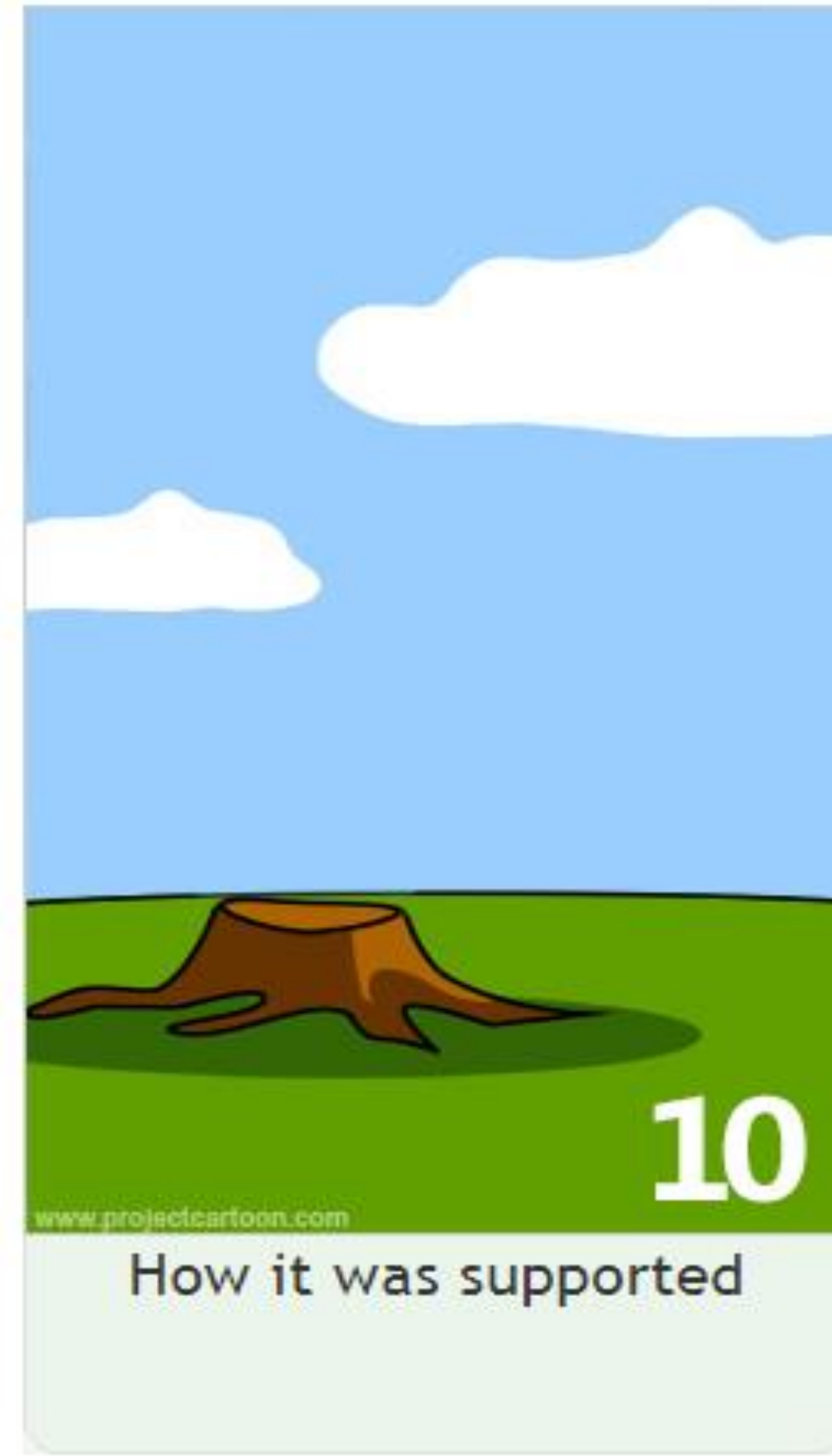
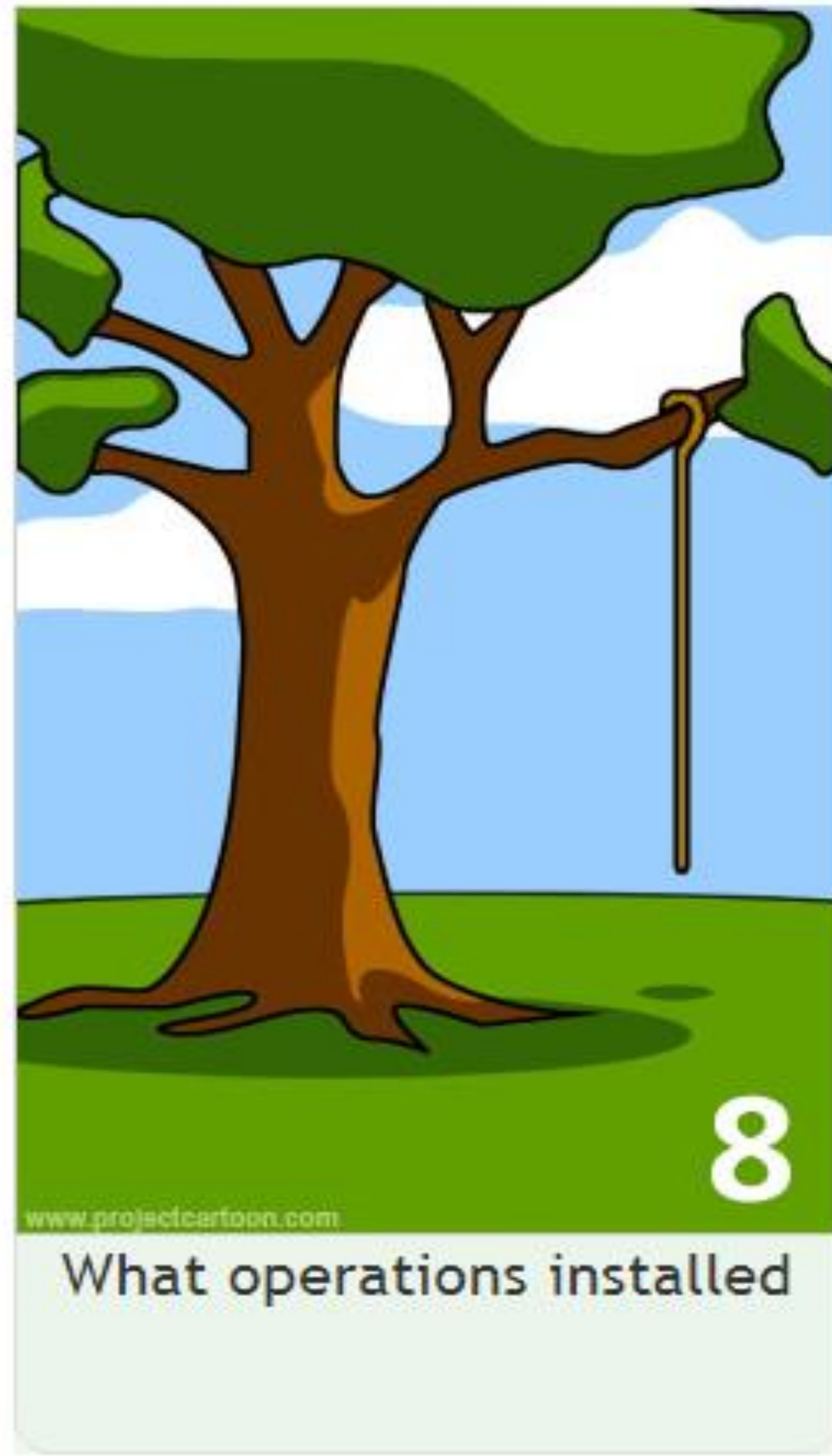
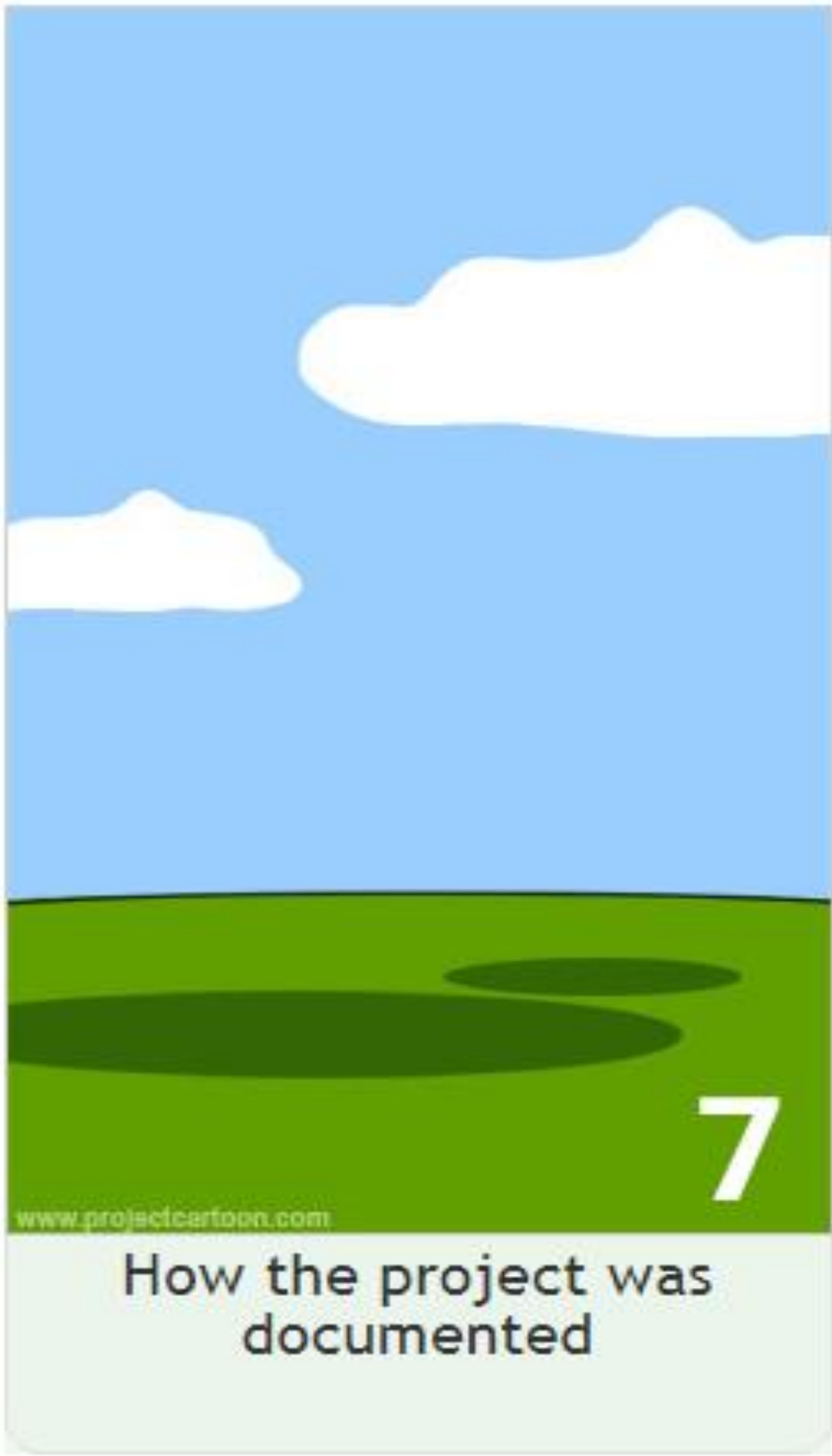
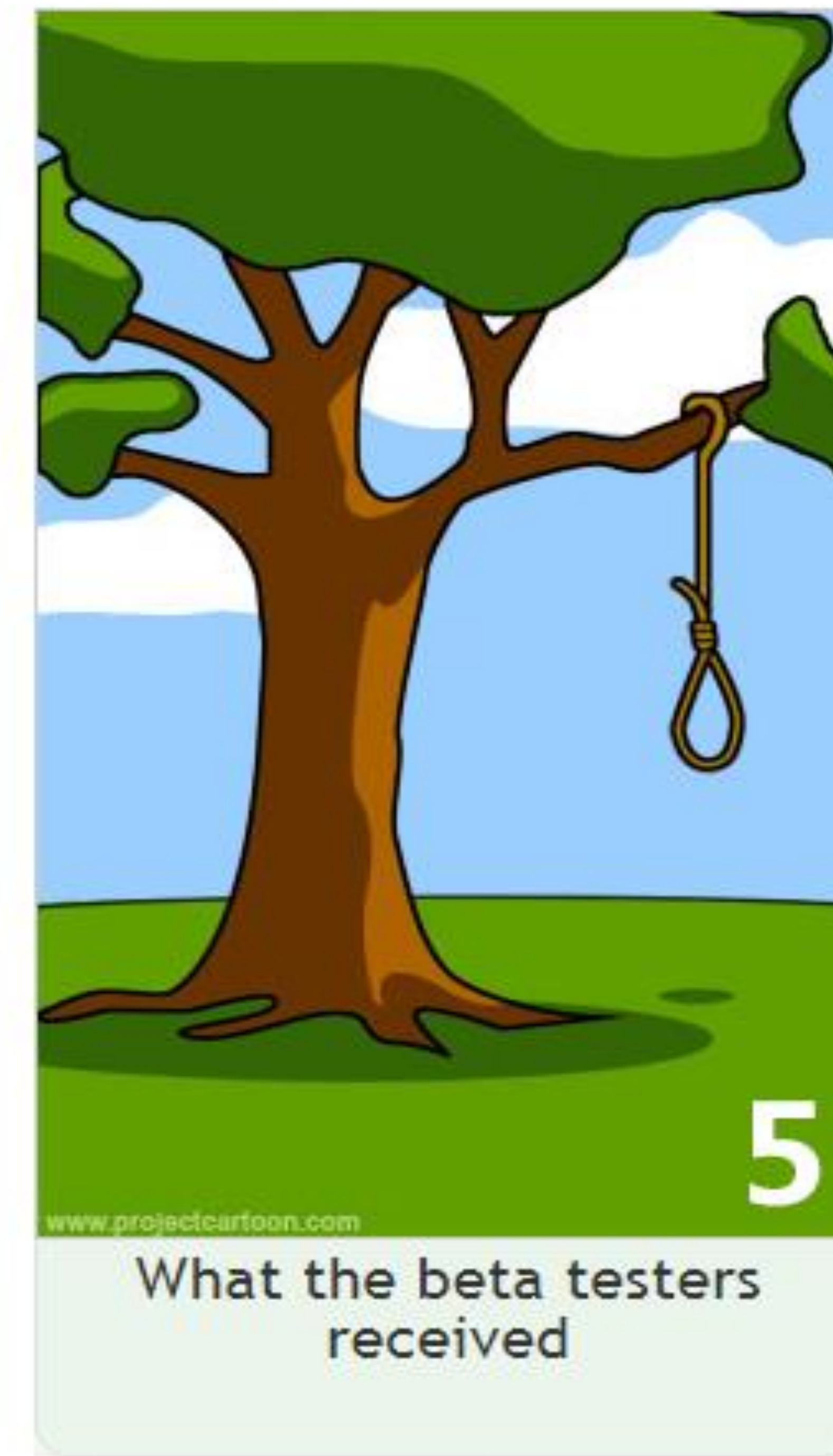
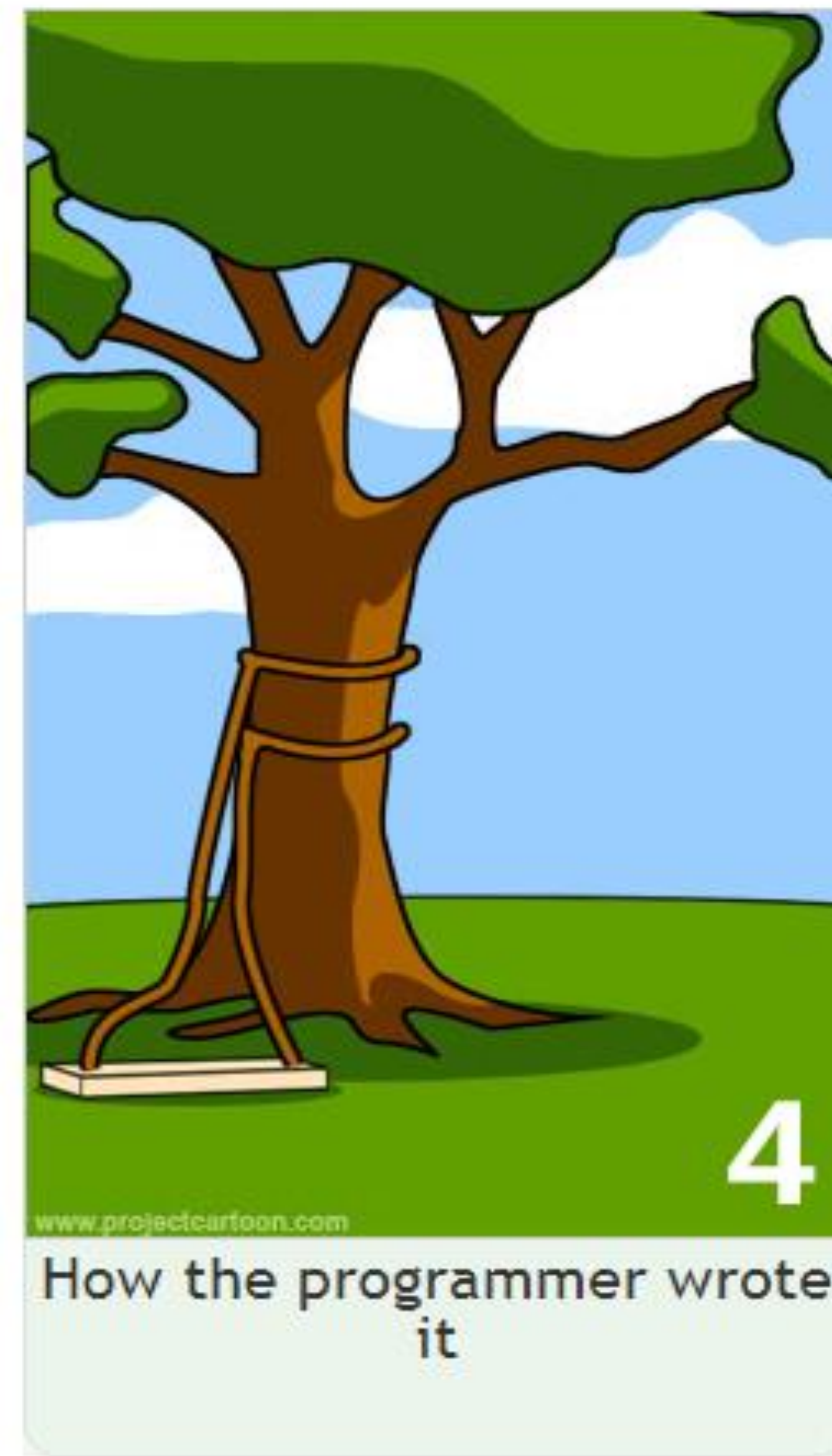
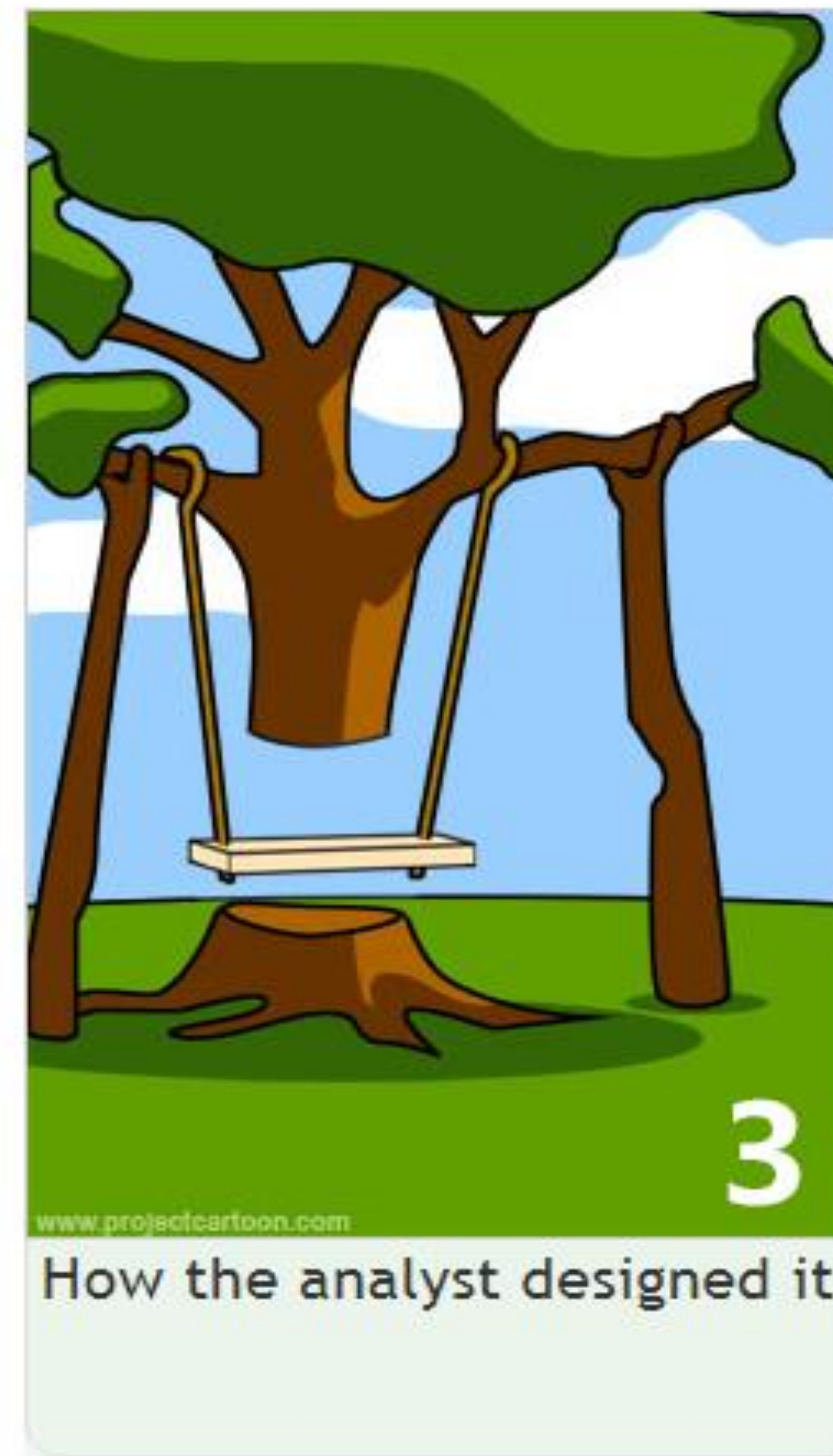
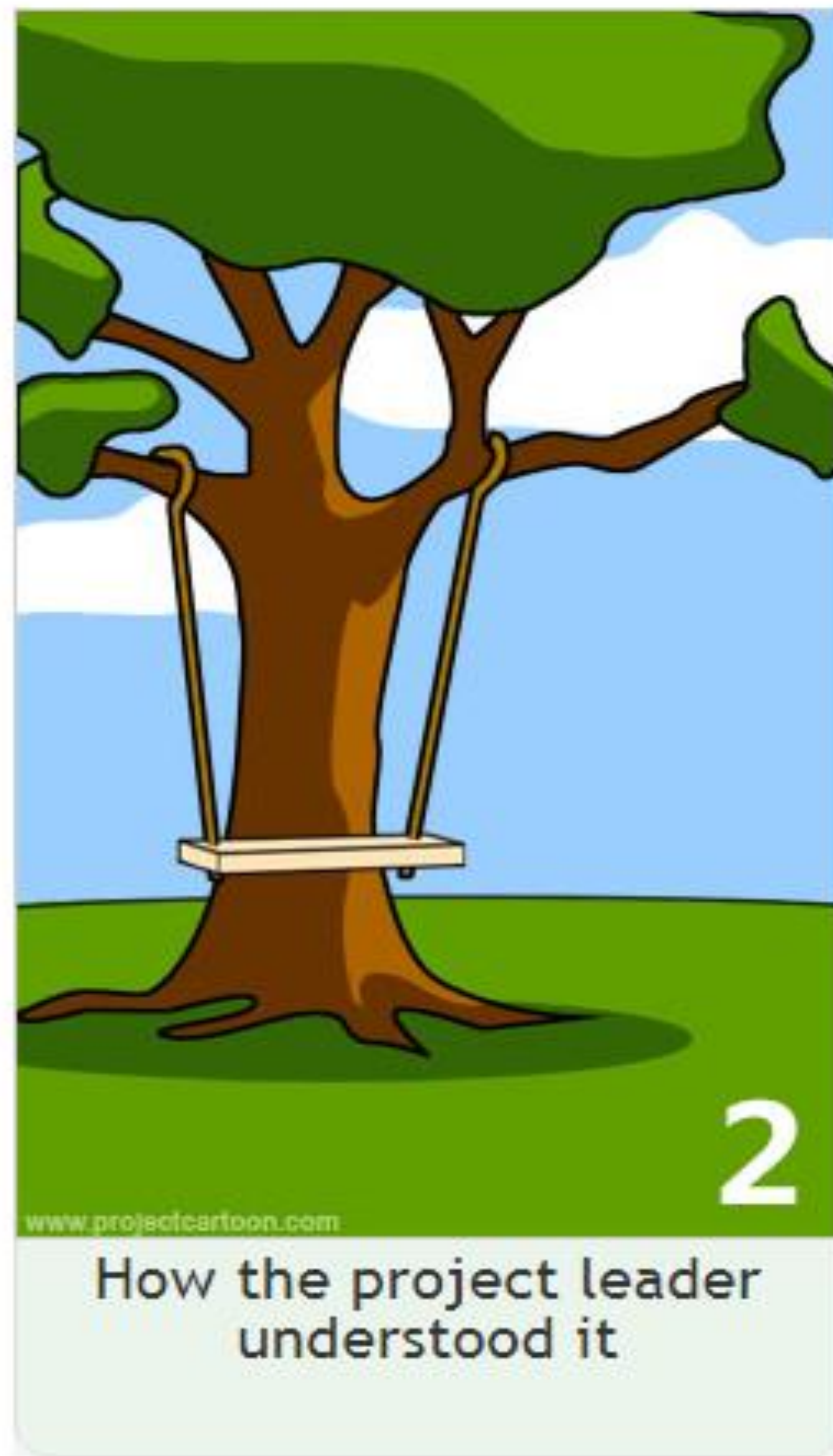
CIO Lifeline 5 - Change Management

## IS YOUR DATA SECURE?

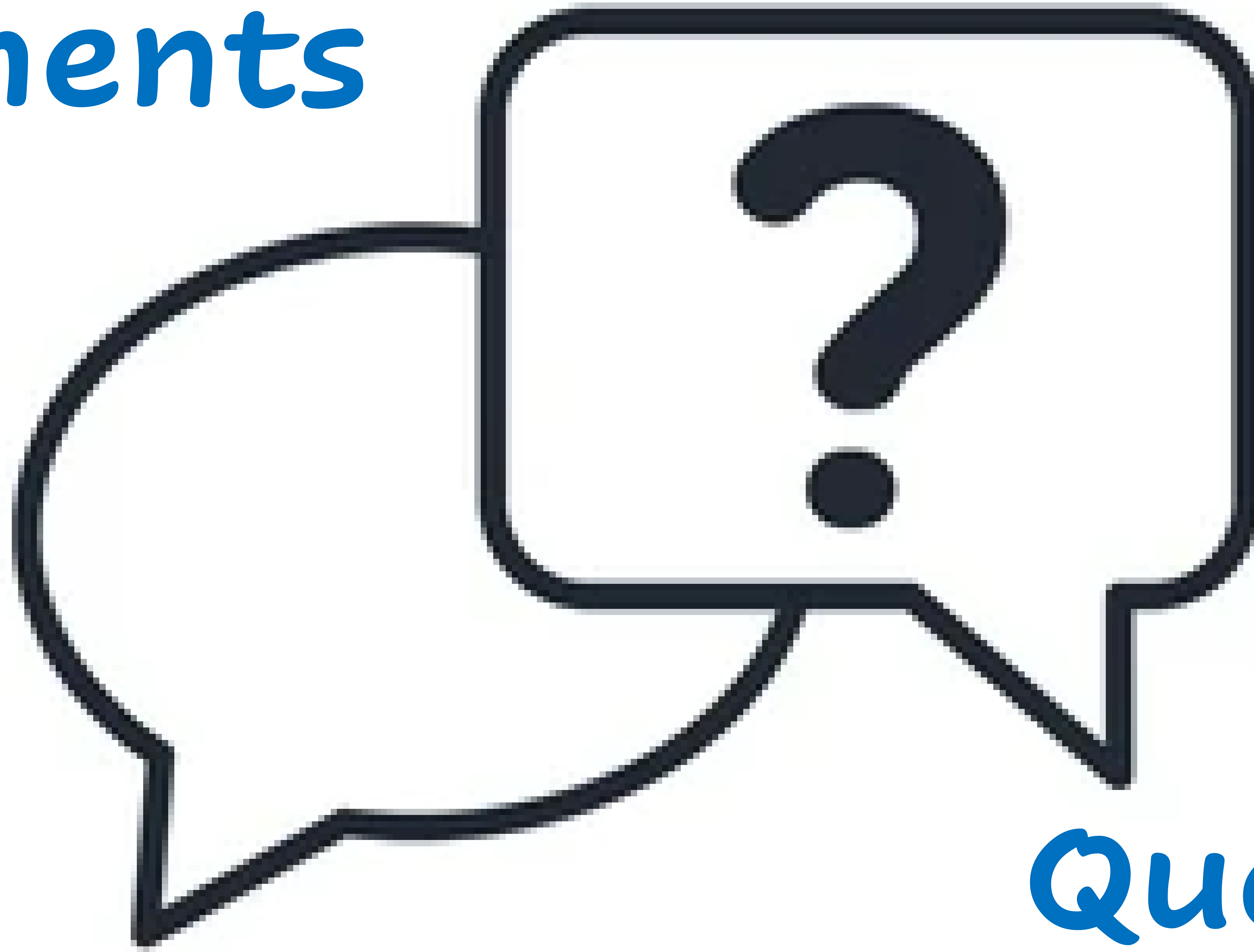


35:42

CIO Lifeline 4 - IT Backup Strategy



# Comments



# Questions

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