

Adapting to rapid changes in the Microsoft Dynamics platform



The Netherlands is famous for verdant farmland and thriving food manufacturing businesses, and software vendor Schouw Informatisering works to meet the needs of this industry in its home market and internationally. Its Foodware 365 product works with Microsoft Dynamics 365 Business Central and Dynamics 365 for Finance and Operations to track a diverse set of attributes such as quality assurance data or expiration dates. But changes in Microsoft's product line are rapidly redefining how Schouw does business, as program manager, Benny Dor, explained.

With the announcement and availability of Business Central and new extensions and taking advantage of the whole Power Platform we're redesigning our IP to extensions. It's a special project team fully focused on that.

Benny Dor, program manager of Schouw

Compared to other commodities, food has a short lifespan with dire consequences for safety and the bottom line of customers if it isn't tracked properly. Schouw must update its product at lightning speeds to continuously meet customer needs. Faced with these challenges, Schouw adopted ClickLearn to speed up its process for creating documentation.

KEEPING UP WITH CHANGE USING CLICKLEARN

Schouw Informatisering first implemented ClickLearn at the beginning of 2019. The team found themselves immediately impressed. "It's an easy to use product. We use ClickLearn for all our apps. We create a book in ClickLearn and record all of our setup and way to work with our Foodware 365 solution," said Dor.

"Monthly updates require very rapid changes. We can re-record and play all the instructions to be on the latest version. It's why we chose it. It helps our value-added resellers understand the product thoroughly and enables them to help their customers. For us, it's the repeatability that is most beneficial," he added. The implementation process went very smoothly and Schouw's team worked very closely with ClickLearn's support team.

FACTS ABOUT SCHOUW

- Leading Dutch partner, offering the Foodware 365 solution for quality assurance worldwide.
- Needed rapid updates for Dynamics 365 Finance & Operations and Dynamics 365 Business Central.
- Bringing a solution from the Netherlands to the world by leveraging ClickLearn language translation capabilities.
- Supporting its partners by extending instructions and documentation.



www.schouw.org



For further Information, contact Michael Randrup, Managing Director and Co-founder, at mra@clicklearn.com or visit our website, www.clicklearn.com

ClickLearn also offers strong support for web browsers, which is increasingly important for Schouw as they move beyond NAV. The team is working on expanding its training capabilities beyond Business Central to support Microsoft's Outlook integration and Power Platform efforts.

EXTENDING SCHOUW'S REACH FOR INTERNATIONAL MARKETS

Through over 20 partners worldwide, Schouw supports its food industry customers. Reaching these different markets hinges on using ClickLearn. Dor explained:

"At Schouw we brought a proven and successful solution from the Netherlands and introduced it worldwide. We have created an English version, and give our partners and resellers not just the recorded instructions or PDFs, but even offer them the ability to record and replay instructions in their own language. If you think about the extensibility of Business Central, they can extend those instructions for new extensions. Allowing partners to build their own instructions on top of market extensions."

Benny Dor, program manager of Schouw

This year, Schouw will retool more than 25 apps using ClickLearn to create instructions. The company plans to use ClickLearn with new apps going forward.

For other organizations considering training for solutions related to the Dynamics product family, Dor offered this guidance:

"Check it out! Have a look at it and try it out. The way the market is moving, we need to move quickly with monthly updates. ClickLearn helps that with the click of a button for the latest version. If you had to do it all manually you will not keep up with the pace."

Benny Dor, program manager of Schouw

FACTS ABOUT CLICKLEARN

- Integrated with the full suite of Microsoft Dynamics including Dynamics 365 Finance and Operations, Customer Engagement, Business Central, Dynamics AX, Dynamics NAV and Dynamics CRM
- Automatically produces seven different types of content such as narrated videos, PDFs and live assistants
- Helps to ensure user adoption
- Easy onboarding
- A customizable template-based system for compliance

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