

CASE STUDY

INOLEX Chemical Manufacturing

“ We selected Fullscope because of their chemical expertise and their understanding of our business processes—especially for formula and quality. It was very important to us to have a partner who would actually listen to us, and not just go through a project methodology and check off the boxes. Fullscope truly partnered with us and invested in our success now and into the future.”

Maggie Dominguez, Project Manager, ERP



Inolex is an independent, global specialty ingredients company focused on providing safe and effective beauty care options for brands around the world. At the forefront of design and development of novel technologies, INOLEX actively meets the changing demands of the cosmetic industry. Combining a deep

understanding of lifestyle trends with expertise in green chemistry and formulation, INOLEX balances lab and nature to create sustainable, life ingredients.

Throughout its 125-year history, INOLEX has been on the forefront of applying new technologies to anticipate and develop unique solutions for cosmetics. The team at INOLEX believes that what people put on their body matters—and they know that the right ingredients make the difference. INOLEX works closely with leading beauty care brands around the world, combining core scientific expertise with a deep understanding of market needs to deliver safe, effective and sustainable ingredients.

INOLEX was previously using a 30-year-old legacy system that was customized for its business, but was no longer meeting its financial and operational needs. “We were utilizing two separate systems,” says Maggie Dominguez, project manager for the ERP implementation at INOLEX. “We were using a financial system to capture our financial transactions, and then using our legacy system to capture our entire quality manufacturing and operations, shipping, customer service—everything,” explains Dominguez. The two systems were not integrated, so information was disjointed. “It was difficult to communicate processes throughout the business only verbally, by email, or by telephone,” says Dominguez. “INOLEX was looking for one, integrated system that would bring together the entire organization and our processes to better serve our customers,” continues Dominguez.

Workload Approach

Fullscope and INOLEX, in a detailed implementation workshop, developed a tailored deployment strategy which resulted in a work load approach. This approach enabled INOLEX to implement its Finance workload first to minimize business disruption and realize value quicker. Lastly, it set-up a solid foundation to build out future workloads, i.e., Supply Chain and Production. “Out of all the partners we engaged, Fullscope was the only one who agreed to a two-phase implementation, which was very important to us,” says Dominguez. “We didn’t want to have a full big bang implementation, and needed to hit our target date of July 1st, 2017, to switch over into our new fiscal year,” explains Dominguez.

Key Benefits

- Ability to view and share real-time data easier and more effectively
- Better visibility into costing and profitability
- Integrated, enterprise-wide system
- Flexible and agile system to enable INOLEX to grow their business
- Provides multi-currency, and multi-lingual capabilities for a global solution
- Implemented a system that is easy to learn and use
- Better serving customers
- Utilized Fullscope ChemXpress to significantly decrease implementation time

INOLEX utilized Fullscope ChemXpress, a deployment template that can significantly decrease the time it takes to implement Microsoft Dynamics 365 for Finance and Operations. Fullscope developed ChemXpress by drawing from over 30 combined years of experience implementing Microsoft solutions for chemical companies.

INOLEX began its implementation April 1, 2017, and completed it in just three months by the target date of July 1, 2017. "We set up the cloud infrastructure, we did our training, we did all our process development, we did our UAT's and our testing," says Dominguez. "We were able to close the month, close the year, and go live on finance in three months," continues Dominguez.

A Proven Partnership

INOLEX took its time evaluating ERP products. "We are a small company operating and competing in a very strong and large market," says Dominguez. "Our interview and vetting process took over a year and I was actually brought on and asked to make the decision in three months given the partners that they were evaluating. Quickly, I was able to address and eliminate some of these partners, who had a difficult time even when we just requested a proof of concept," continues Dominguez. "Fullscope not only presented a proof of concept, but also met a three or four-page request of specific areas we wanted them to present," says Dominguez. "We felt very comfortable with Fullscope at that point. If they could do that and they could listen to our needs at that point of our relationship that going through the process our communication was going to be open. And we were going to be able to tell them when we weren't happy with something, or tell them when we were happy with something, and that they would address those issues," continues Dominguez. The team at INOLEX determined that Microsoft Dynamics was the best fit for their long-term goal of growing the business internationally.

INOLEX is now working on Phase two of its implementation. "Now we're here in Phase two for Supply Chain and Production, which includes a much larger audience and a larger group of users," says Dominguez. As with Phase 1, the implementation is going smoothly. "We are very focused on what we need and what we want to do, and Fullscope listens to that," says Dominguez.

INOLEX also selected Fullscope's EDGE for Operations product to round out its Dynamics 365 solution. EDGE for Operations improves quality processes leading to reduced cost, more efficient material handling and mitigated risks, and more.

Early on, INOLEX received benefits from the completed Phase 1 Finance implementation. "Dynamics 365 has helped us address our global needs and our customer demands," says Dominguez. "The early adoption from our finance team has spread throughout the rest of the company.

We were also able to leverage the e-learning that we received with other members of the team. And this has grown into a very positive change, which sometimes is difficult for an organization to accomplish," continues Dominguez. The new system provides better visibility into costing and profitability, and multi-currency, and multi-lingual capabilities for a global solution.

Poised for Future Growth

Dynamics 365 provides flexibility and agility, enabling INOLEX to meet their growth objectives both domestically and internationally. "We're certainly looking forward to going on in the future with Fullscope helping us possibly in other projects or expanding to global offices," says Dominguez. "I really do believe in what Fullscope does. They do it well," continues Dominguez.

As INOLEX expands globally, it needs capabilities to manage multicurrency, units of measure conversions, and multi-language capabilities, along with a modern ERP solution designed to handle the unique requirements of process manufacturing.

"We selected Dynamics 365 because we liked the cloud platform, and the ability to connect all of our users globally—especially in Europe and Asia," says Dominguez. "We also like its multicurrency and multilingual capabilities," continues Dominguez. The selection of Dynamics 365 was also strongly influenced by Microsoft's proven technology and strong references in the cosmetics industry.

Microsoft Customer Satisfaction

INOLEX has upgraded and tested Microsoft Dynamics in the amount of time it has been live. "We're very happy and satisfied that Microsoft continually develops Microsoft Dynamics and listens to our needs," says Dominguez. "There were things that we wanted in our quality testing capabilities that they are developing. The advanced warehouse function is definitely improving every day. The types of devices that we could use, the type of transactions, the security authorizations. All those things have changed dramatically already in the three months that we have been live," continues Dominguez.

"WE HAVE BEEN VERY FORTUNATE WITH THE DEPTH OF THE BENCH AND THE CONSULTANTS THAT WE'VE BEEN ISSUED TO WORK WITH FROM FULLSCOPE THROUGH OUR MANUFACTURING, OUR OPERATIONS, OUR SHIPPING, AND OUR CUSTOMER SERVICE. EVERYONE IS VERY TALENTED AND IF THERE WAS AN ISSUE THEY CERTAINLY HAVE ENOUGH RESOURCES BEHIND THEM TO BE ABLE TO FIGURE IT OUT AND HELP US GO OVER THAT HURDLE."

– Maggie Dominguez

FULLSCOPE BECAME PART OF THE ALITHYA GROUP IN NOVEMBER OF 2018. Alithya is a leading strategy and digital technology company, with over 2,000 highly skilled professionals delivering solutions across Canada, the US and Europe. Alithya's Microsoft practice covers a wide array of capabilities, including Dynamics, Azure, business analytics, digital solutions, advanced analytics, application development and architecture. Focused on business outcomes, our combined companies have delivered Microsoft solutions to over 1,200 clients. Alithya's global offering is to deliver strategy and digital technology services in addition to implementing ERP and integrated solutions.

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