



Case Study: *Veranova*

# Ensuring Operational Excellence and Strategic Agility with a Dedicated Dynamics 365 F&O Support Retainer >

# Executive Summary

**Veranova**, a global leader in the development and manufacturing of active pharmaceutical ingredients (APIs), operates in a highly complex and regulated environment. To maintain the integrity and performance of their mission-critical Microsoft Dynamics 365 for Finance and Operations (F&O) system, they required a reliable, expert technical partner. Veranova partnered with **Cambay Solutions**, a Microsoft Solutions Partner, to establish a **1,000-hour Technical Support Retainer**. This strategic agreement provides Veranova with on-demand access to deep D365 F&O expertise for ongoing support, optimization, and project-specific deployment services, ensuring system stability and enabling continuous operational improvement.

**The Result:** A predictable, strategic partnership that minimizes operational risk, accelerates project delivery, and ensures their vital ERP system supports their complex manufacturing and compliance requirements.

The Challenge:

## Securing Specialized Expertise for a Mission-Critical System

For a life sciences company like Veranova, their ERP system is the operational backbone, managing intricate supply chains, stringent regulatory compliance, and complex financial reporting. Relying on a patchwork of external contractors or internal generalists for support presented significant risks:

- **Specialized Skill Gaps:** Maintaining in-house expertise for every module of a vast system like D365 F&O is costly and challenging.
- **Project Inconsistency:** Without a dedicated partner, scoping and executing new system enhancements or integrations could lead to delays, budget overruns, and misaligned solutions.

- **Operational Risk:** Unresolved system issues or inefficient processes could directly impact manufacturing timelines, compliance status, and financial close.
- **Lack of Strategic Partnership:** They needed more than a break-fix vendor; they required a true partner who understood their industry and could proactively contribute to their system's health and roadmap.

The Solution:

## A Strategic Technical Support Retainer

Cambay Solutions proposed and implemented a tailored **1,000-hour annual retainer**, providing Veranova with flexible, on-demand access to a dedicated team of D365 F&O experts. This model functions as an extension of Veranova's IT team.

**Key services under the retainer include:**

### **Test Script Assistance:**

Expert help in designing, writing, and executing detailed test cases to ensure system changes and updates function flawlessly before deployment, a critical need in a validated GxP environment.

### **Standard Operating Procedure (SOP) Development:**

Documenting and refining step-by-step procedures for key business processes within D365 F&O, ensuring consistency, compliance, and effective user training.

### **Deployment Services:**

End-to-end support for new projects, including requirements gathering, solution design, development, testing, and production deployment.

### **Proactive Consulting & Best Practices:**

Strategic guidance on leveraging new D365 F&O features and optimizing existing processes to drive efficiency and value.

### **Dedicated Support Access:**

Direct phone and email support during business hours (7:00 AM - 7:00 PM CST) from a named team of experts.

## **Key Engagement Highlights**

- **Platform:** Microsoft Dynamics 365 for Finance & Operations
- **Model:** 12-Month Technical Support Retainer
- **Hours:** 1,000 hours of dedicated expert support
- **Team:** A blended onshore/offshore team including a Project Coordinator, Solutions Architects, and Consultants.

The Results:

# **Enhanced Stability, Efficiency, and Partnership**

The retainer model has transformed how Veranova manages and evolves its ERP system, delivering significant value:

- **Predictable Costing:** An annual fixed budget for support services provides financial predictability and eliminates unexpected project costs.
- **Reduced Time-to-Resolution:** Direct access to a specialized team ensures critical issues are addressed swiftly by experts familiar with their environment, minimizing downtime.
- **Higher Quality Deployments:** Rigorous test script development and SOP creation ensure that any system change is thoroughly vetted and documented, reducing errors and ensuring compliance.
- **Strategic agility:** Veranova can now confidently initiate new D365 F&O projects knowing they have the guaranteed bandwidth and expertise to execute them successfully.
- **Knowledge Transfer:** Working closely with Cambay's consultants has elevated the internal team's understanding of the platform's capabilities.

# Why Cambay Solutions?

As a **Microsoft Solutions Partner** with designations in Digital & App Innovation (Azure) and Modern Work, Cambay Solutions provided the perfect blend of technical depth and industry-aware partnership.

<p><b>Deep D365 F&amp;O Expertise:</b> Our team possesses certified, real-world experience in implementing and supporting complex F&amp;O environments, especially in manufacturing and life sciences.</p>	<p><b>Structured Delivery Methodology:</b> We provide transparency and predictability through structured project management and clear communication.</p>
<p><b>Flexible Engagement Model:</b> The retainer approach offers the flexibility of a consultant with the commitment and familiarity of a dedicated team member.</p>	

"The retainer with Cambay Solutions gives us peace of mind. We have a team of experts on standby who know our system and our business. This allows us to be proactive about improvements instead of just reactive to problems, which is invaluable in our industry."

– **Andrew Wesztergom**, CFO at Veranova

## About Cambay Solutions

Cambay Solutions LLC is a leading Microsoft Solutions Partner specializing in digital transformation through Microsoft Azure, Dynamics 365, and Microsoft 365. With a focus on people, process, and technology, Cambay helps customers overcome disruption and achieve their strategic goals. Our services include Managed Delivery, Project Management, and Change Management to ensure successful outcomes.

**Ready to build a strategic IT partnership?**

Contact Cambay Solutions to discuss our flexible support retainer models.