

Aptean Accelerates Dynamics 365 Training Across 25+ Applications

With dozens of applications to support, Aptean is using ClickLearn to simplify how its team creates, updates, and scales training across apps

25+

Working across 25+ applications

Challenge

A smarter way to keep teams up to date and ready to adapt

Aptean works within the Microsoft Dynamics 365 ecosystem, an environment that is rapidly changing and updating its features. They looked for a solution that would allow their team to easily adapt to these changes.

Aptean works with Dynamics 365 for Finance and Operations to track a diverse set of attributes, including quality assurance data or expiration dates. But changes in Microsoft's product line are rapidly redefining how Aptean does business, as program manager, Benny Dor, explains.

When Aptean evaluated ClickLearn, three capabilities stood out:

- ✔ The ability to complete language translation for future expansion to new markets
- ✔ Features that test user proficiency on training content
- ✔ Personalized training sessions and consistency throughout its interface

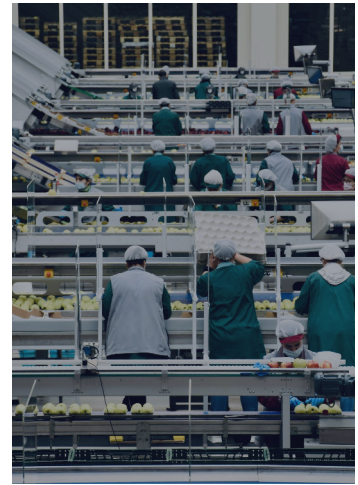
“With the announcement and availability of Business Central and new extensions and taking advantage of the whole Power Platform, we’re redesigning our IP to extensions. It’s a special project team fully focused on that.

Benny Dor
Program Manager, Aptean

Solution

Swift, repeatable process for documentation updates

Aptean first implemented ClickLearn in early 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. To Aptean, the biggest advantage was repeatability: the ability to quickly recreate, update, and share instructions as the product changed:



Company Name
Aptean

Industry
IT Services and IT Consulting

Headquarter
Alpharetta, Georgia,
United States

Company size
3000 employees

Year founded
2012

Integrations
D365 F&O / AX,
D365 BC / NAV

"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 smoothly and Aptean's team worked closely with ClickLearn's support team.

Results

Easy expansion of training capabilities for the future

ClickLearn also offers strong support for web browsers, which is increasingly important for Aptean 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.

Aptean plans to 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 Microsoft Dynamics product family, Dor offers 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 have to do it all manually, you will not keep up with the pace.

Benny Dor
Program Manager, Aptean

About Aptean

Aptean develops, sells, implements, and maintains integrated company-wide software (ERP) for food companies, successfully delivering to over 300 customers on a daily basis.

Microsoft Dynamics 365 (former NAV & AX), in combination with their food processing and distribution industry-specific add-on Aptean Food & Beverage ERP Foodware 365 Edition, is a leading ERP solution within this niche in the Netherlands. Foodware 365 is distributed worldwide by 20 local resellers. Over 4,500 food professionals globally enjoy the rich food-specific functionality of Foodware 365.