

K3 Reduces Business Central Implementation Time by 25%

K3 used ClickLearn to simplify the onboarding of K3 Pebblestone for users in more than 30 countries and vastly reduce the time they spent on system implementation.

-25%

time spent on implementation

7x

training material formats



Challenge

Simplifying ERP onboarding across +30 countries

The company needed to rebuild K3 Pebblestone, an ERP solution for the fashion industry, to run on Microsoft Dynamics 365 Business Central (msdyn365bc). When researching digital adoption solutions, a straightforward user experience and simplicity were the core tenets of their consideration phase.

With customers in +30 countries speaking more than a dozen languages, K3 knew that ensuring everyone would get a seamless onboarding experience would be a challenge. The team needed a multi-language solution to ensure that the new ERP solution could be fully adopted by all customers.

When K3 evaluated ClickLearn, three capabilities stood out:

- ✔ Customizable training platform built into Dynamics 365, based on compliance
- ✔ Integrates with the full suite of Microsoft Dynamics (F&O, CE, AX, and NAV)
- ✔ Automatically produces multiple content formats, like narrated videos, PDFs, and live assistants

Solution

Training designed for effortless adoption

Every feature was designed with usability in mind, and ClickLearn was central to making this possible. K3 wanted to avoid traditional instruction manuals and in-person training because many users didn't have the time out of their busy schedules to read instructions or join classes. With users in different parts of the world, creating materials in many different languages would be too time consuming and resource intensive without ClickLearn.

“ We believe that our new solution should be very easy to use and understand, especially as it's built on a cloud product. This was the direction we wanted to go.

Aly Breeman
Product Manager, K3 Pebblestone

As part of the product development phase, the team used ClickLearn to create walkthrough videos for every feature of K3 Pebblestone, ensuring each part of the solution had easily understandable materials to explain what's in the system and how it works.



Company Name
K3 Pebblestone

Industry
Software Development

Headquarter
Sydney, Australia

Company size
750 employees

Year founded
2001

Integrations
D365 BC / NAV

Website
k3fashionsolutions.com

“ We decided that we wouldn't release any part of K3 Pebblestone without a ClickLearn video and we built this into the product development workflow. The developers created the features, and then consultants made the ClickLearn video around it. Nothing was released without a video.

Aly Breeman
Product Manager, K3 Pebblestone

Results

-25% time spent on product implementation

When the new version of K3 Pebblestone launched, ClickLearn provided the platform for all instructional material, for every feature, across multiple languages. Each video was created in multiple languages, ensuring customers around the world could easily start using K3 Pebblestone.

The results were impressive with implementation taking 25% less time than the previous version. Now K3 has a customizable template and a system based on compliance that automatically produces seven different types of content, including narrated videos, PDFs, and live assistants.

About K3 Pebblestone

K3 Business Technologies is an international provider of business technology solutions, with 750 employees worldwide with 3,700 customers in over 30 countries, and revenue of over £90m. Its K3 Pebblestone product is an ERP solution, designed specifically for organizations in the fashion industry, from manufacturers to distributors and wholesalers of all sizes.