

How RUX Streamlined Dynamics 365 Documentation for Microsoft AppSource

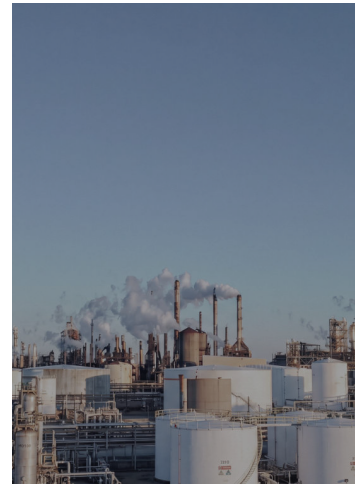
RUX used ClickLearn to accelerate the ongoing documentation and learning process for their Dynamics 365 environment and significantly reduce the effort involved in maintaining and distributing training and documentation.

-1 day

in application setup

60 users

accessing materials in ClickLearn



Challenge

Accelerating ongoing development and validation

One of RUX's largest operational challenges was the significant time burden associated with Microsoft Business Central app validation and ongoing documentation needs. As noted, "ClickLearn allows RUX to branch out into new product development areas. We can accelerate our development process and app validation with Microsoft and put out user manuals online for end users to learn on their own." While this reflects a clear opportunity for efficiency gains, it also underscores the reality that validating Microsoft apps is a continuous, resource-intensive process.

With Business Central updates occurring regularly, often multiple times per year, teams are not only required to validate functionality but also to repeatedly update user documentation, training materials, and support content to ensure alignment with each release. This creates a recurring cycle where development velocity is constrained by the need to rework and revalidate supporting materials, ultimately slowing down innovation and stretching internal resources across both product development and enablement activities.

Although RUX primarily serves English-speaking customers in the US and Canada, RUX plans to use ClickLearn's innovative language translation capabilities in the near future for their expansion in global markets.

“ ClickLearn allows RUX to branch out into new product development areas. We can accelerate our development process and app validation with Microsoft and publish user manuals online for end users to learn on their own. The main driving reason for ClickLearn in a lot of ways is the fast turnaround with Business Central and the need to redo user documentation at least twice a year.

Jake Oetinger
Manager Product Engineering, RUX

Why RUX chose an in-app training model:

- Training materials were hard to standardize
- Content was not being updated consistently
- Language translations were time-consuming
- Lacking visibility into user adoption

RUX

Company Name
RUX

Industry
Equipment Rental

Headquarter
St. Petersburg, Florida

Company size
60

Year founded
1992

Integrations
D365 CE / CRM,
D365 BC / NAV

Website
ruxsoftware.com

When RUX evaluated ClickLearn, three capabilities stood out:

- ✓ In-app guidance layered directly inside Business Central
- ✓ The ability to test updates with training content
- ✓ Automated support for multiple languages

Solution

Streamlined user training and enablement

To address the growing pressure of Microsoft Business Central validation and documentation upkeep, RUX implemented ClickLearn to streamline and accelerate its training and enablement processes. The initial setup was completed in less than a day, with a short ramp-up period of a couple of weeks as the team became familiar with the processes, tools, and automation capabilities.

Throughout the implementation, RUX worked closely with the ClickLearn support team, engaging in ongoing collaboration, asking questions as needed, and participating in support webinars to quickly resolve uncertainties and build confidence in the platform.

Once operational, ClickLearn helped RUX dramatically reduce the effort required to create, maintain, and distribute training and documentation, particularly within their Microsoft AppSource development and validation workflows. Instead of manually rebuilding guides and user instructions for each release cycle, the team was able to rapidly generate structured, step-by-step use case documentation to support technical validation requirements. This shift allowed RUX to translate their processes into clear, consistent user manuals, significantly improving efficiency while ensuring documentation remained aligned with evolving Business Central updates.

“ It took less than a day to set up. Learning of all the various processes, tools, and tricks—ramping up was probably a couple weeks. We worked closely with the support team throughout the implementation process. We asked questions whenever we wanted and ClickLearn would offer a support webinar to help clear up any confusion. We’ve been able to significantly reduce the effort involved in maintaining and distributing training and documentation, particularly related to our AppSource development for Microsoft. We are able to rapidly develop use case steps to allow for AppSource technical validation.

Jake Oetinger
Manager Product Engineering, RUX

About RUX

RUX Software is a leading provider of verticalized solutions for industrial equipment and commercial field service businesses, empowering organizations to operate with ironclad integrity through purpose-built software. Built on Microsoft Dynamics 365 Business Central and backed by +30 years of expertise, RUX delivers a comprehensive ecosystem of Business Applications including Rentals, Service, and 30+ productivity and automation tools, all engineered to turn fragmented operations into unified, intelligent systems.