

CHALLENGES

Wahl's key driver was to ensure **branding consistency** at every touchpoint, including all business document interactions. Operating **internationally** increases complexity, requiring regional template variations and customs documentation.

They needed **over 20 different templates** and aimed to manage these independently without constantly engaging their partner for changes.

Without in-house developers, Wahl sought a user-friendly solution. Their 6-person team of functional analysts manages and supports the entire ERP operation, including document generation, which requires the solution to be quick to onboard and easy to maintain.

PARTNER SOLUTION

Docentric's intuitive designer makes it easy for Wahl's functional analysts to **update document templates without developer intervention**. If they used the standard D365 solution - SSRS, even simple design changes would require engaging a developer, significantly increasing both time and cost.

Wahl's team only reaches out to MCA Connect when they need to add additional data fields to the templates. With Docentric, adding a new data field requires just a single line of code, whereas SSRS demands much more work.

CUSTOMER BENEFITS

The ability to **customize documents without needing a developer** means Wahl's functional team can handle updates independently, saving both time and money. This self-sufficiency is a significant advantage, allowing them to quickly adapt to change requests.

Docentric's **user-friendly interface** makes it easy for Wahl's team to make adjustments. The same changes would take three times longer with SSRS.

The **support** from Docentric is another highlight; whenever Wahl faces challenges, they receive prompt and helpful responses, ensuring smooth operations. This combination of independence and reliable support makes Docentric an invaluable tool for Wahl.



"I've worked with other ISV solutions in the past and Docentric has by far the best documentation and support I've seen. I was able to onboard to the system really fast. Support is particularly great, very responsive, with detailed answers and recommendations how to best solve problems."

Trevor Innes
Finance Functional Analyst



"With an ISV solution we expect it to be as embedded as possible, it stays current with the ERP development, is easy to change when needed, well supported and stable once it's set up. It does appear that this is all in place with Docentric."

Ann Rasure
Director of Enterprise Solutions

SPOTLIGHT



Wahl, a global leader in grooming products, offers a wide range of tools including hair clippers, trimmers, and grooming kits for both professional and personal use.

Operating internationally, Wahl faces diverse document requirements across different regions.



www.wahlusa.com



Location: USA



Industry: Personal care



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