

Client

Mitsubishi Asset Management (MUAM)

Partner

City Dynamics

Client Contact

Alex Gilead

The Challenge

Mitsubishi Asset Management (MUAM) was operating on Microsoft Dynamics GP, a platform that had served the business well but was increasingly misaligned with MUAM's future operating model. The organisation required a modern, cloud-based ERP platform that could better support governance, scalability, and long-term sustainability within a regulated financial services environment.

Key challenges included:

- An on-premises GP estate with growing operational and support overhead
 - Limited flexibility to support future reporting, automation, and integration needs
 - A desire to align more closely with Microsoft's strategic cloud roadmap
 - The need to execute change with minimal disruption to finance operations
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The Solution

City Dynamics worked closely with MUAM to design and deliver a transition from Microsoft Dynamics GP to Microsoft Dynamics 365 Business Central (BC), providing a modern, SaaS-based finance platform aligned to MUAM's operational and regulatory requirements.

The solution focused on:

- A controlled, low-risk migration from GP to Business Central
 - Retaining essential finance processes while simplifying and modernising where appropriate
 - Leveraging Business Central's cloud architecture to reduce infrastructure and support complexity
 - Establishing a platform capable of supporting future growth, reporting, and integration initiatives
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Implementation Approach

City Dynamics adopted a structured, phased approach to ensure confidence and continuity throughout the transition:

- Discovery and validation of existing GP processes and data structures

- Mapping and rationalisation of finance processes for Business Central
- Data migration from GP to BC, with validation and reconciliation at each stage
- Configuration of Business Central to meet MUAM's finance and control requirements
- User training and go-live support to ensure a smooth operational transition

The implementation prioritised stability and accuracy, ensuring MUAM's finance team could operate confidently in Business Central from day one.

Technology

- Microsoft Dynamics 365 Business Central (SaaS)
 - Microsoft Azure (Microsoft-hosted infrastructure)
 - Microsoft Power Platform (future extensibility)
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The Outcome

The transition to Business Central has provided MUAM with a modern, cloud-based finance platform that is significantly simpler to manage and better aligned with Microsoft's long-term product roadmap. By moving away from an on-premises GP estate, MUAM has reduced operational overhead while benefiting from the resilience, security, and continuous update model inherent in a SaaS platform.

From an operational perspective, Business Central has delivered a more intuitive and accessible user experience for finance users, alongside a scalable ERP foundation capable of supporting future reporting, automation, and integration initiatives. The platform now provides MUAM with greater flexibility to adapt its finance processes as requirements evolve, without the constraints previously associated with legacy infrastructure.

Overall, the outcome is a stable, future-ready finance system that supports both day-to-day operations and longer-term strategic objectives.

Intangible Benefits

Beyond the technical upgrade, the project delivered several wider benefits:

- Increased confidence in the long-term sustainability of the finance platform
 - Reduced reliance on bespoke customisations and technical debt
 - Greater alignment between finance operations and broader IT strategy
 - A clearer path for future enhancements, including automation and analytics
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Client Perspective

"The transition from Dynamics GP to Business Central has given us confidence that our finance platform is fit for the future. The project was delivered in a controlled and pragmatic way, allowing the team to move forward without disruption to day-to-day operations."

— Alex Gilead, Chief Accounting Officer, Mitsubishi Asset Management

Looking Ahead

With Business Central in place, MUAM now has a cloud-first ERP platform that can evolve alongside the organisation. The solution provides a strong foundation for future initiatives, including enhanced reporting, process automation, and deeper integration with the Microsoft ecosystem.