



Don Riggs

Seasoned professional with over twenty-five years of ERP packaged software experience as well as experience with Warehouse Management Systems, Distribution Systems, Construction Job Costing, Electronic Data Interchange (EDI) and Point of Sale systems. Proficient in various Data Base/Development environments. Extensive background in training and education including course development and delivery. Extensive background in software design and delivery.

15 years as Owner of Business Process Improvement, Inc. Before being acquired by enVista in 2010. At the beginning of 2017, I elected to leave enVista to pursue individual goals. I have at this point, 15 years Dynamics AX experience. I am also a frequent presenter at AXUG events. These include Meet the Experts, Manufacturing, Planning, AX Project Module and Finance

Objective

Independent consultant working directly with clients as their advocate as well as using my experience to accomplish the following:

- Improve efficiency and effectiveness of the implementation process.
- Provide for client independence in performing typical IT processes.
- Create the vision to drive current and future business improvement.
- Facilitate a change management process that gets the most out of the standard technology.
- Provide guidance and review of customizations to insure justification and proper design criteria.
- Provide alternate possibilities to any given requirement.
- Become client advocate in dealing with partners.
- Insure proper budgetary controls and feedback is in place.
- Review and assist as necessary in long and short range planning.
- Insure compliance to plan and proper feedback to individual elements.
- Help facilitate effective resource planning

Underlying Philosophy

In any implementation, we need to focus on the outcomes. Too much emphasis is put on methodology. Without proper execution, a project goes sideways. Too much time is spent talking about it without producing tangible results. Planning, process, **and** execution must produce outcomes or they serve no purpose. The business must also support efficient decision making processes.

Another cornerstone of my methodology is comprehensive business modeling in the new ERP system. We do not need to know everything before we start creating the vision. I have found people can articulate the flaws in a model easily. It also provides the basis for acceptance of certain standard processes.

It is important to focus on the real requirements of a business. Those elements that are unique to them. What provides their strategic advantages? What is needed to support their underlying business philosophies. These are the things that must have special focus. The other 80% that everyone does the same should be accepted as the standard existing new ERP process. This is until we identify some deficiency in a process. Too many people start making changes in a new system before they truly understand the system itself. Any process change should not be based on likes or dislikes. They must support a non-fulfilled process need or a cost justified change to improve efficiency or accuracy.

Experience

Manufacturing Software Design/Development

ERP Software

Worked as consultant for Telesis. Assisted in designing and implementing a complete ERP system. These modules including: Costing, Rate Based Production, and Shop Floor Control.

Add on Products

- Credit and Collection
- Data Warehousing
- Warehouse Management (WMS)
- EDI Mapping and Implementation
- EIF (EnHanced Integration Framework)

Implementation Consulting

Application Software

- Worked with a wide variety of companies in their implementation activities of MRP/ERP application software.
- Business expertise extends into all areas of enterprise applications including Finance, Manufacturing, Logistics/Distribution, AX Project Module, Shop Floor/Supply Chain Optimization, Customer Relationship Management, Cost Accounting, e-commerce, as well as Decision Support and Data Analysis Systems.
- Worked closely with upper management to assure that project goals were being met on time and on budget. Proven track record and high client satisfaction scores.
- Extremely structured approach to business consulting encompassing the entire enterprise footprint. Recommendations made with the "big picture" in mind based on thorough application knowledge.
- Demonstrated ability to produce effective teams that properly utilize the available resources.
- Ability to keep focus on the critical path and facilitate the most effective execution toward those goals
- Effective usage of the standard technologies and gaining acceptance within the change management process.
- Valuable contributor to designs and design standards. Understanding and communicating the downstream importance of "doing it right the first time".
- Understanding the offerings of 3rd party suppliers and recommending them if there is a need.
- Effective in formulating a good overall reporting and data acquisition strategy.
- Proven expert on data integration and designing reliable interfaces.
- Provided support for some of the WMS system provided in AX2012 R3
- Provided article based on detailed review of AX7 integration that identified limitations within current offerings. The article was recognized as one of the top ten most influential articles of 2016 by MSDynamicsWorld. It also gave me worldwide recognition for identifying the associated limitations. This resulted in many groups rethinking their integration decisions.

Dynamics AX (Axapta) Implementation/Training Experience:



Client: *Niro (Manufacturer of Large Scale Food and Pharmaceutical Equipment)*

Project Responsibilities

- Dynamics AX Project Accounting and Finance Consultant

Client: *FES (Manufacturer of Large Scale Refrigeration Equipment)*

Project Responsibilities

- Dynamics AX Project Accounting and Finance Consultant

Client: *Aerofreeze (Manufacturer of Large Scale Industrial Freezers)*

Project Responsibilities

- Dynamics AX Manufacturing, Shop Floor Control, and Project Accounting

Client: *DeVilbiss (Manufacturer of CPAP devices)*

Project Responsibilities

- Dynamics AX Data Conversion, Software Design, Solution Architect

Client: *Abound Solar (Manufacture of Solar Panels)*

Project Responsibilities

- Dynamics AX Manufacturing, Master Planning, and Project Accounting

Client: *SM Jaleel (Bottling Company)*

Project Responsibilities

- Dynamics AX Financials and Manufacturing

Client: *Perfect 10 (Satellite TV Provider)*

Project Responsibilities

- Dynamics AX Migration from AX Version 4 to Version 2009
- Solution Architect, Software design and testing, WMS interface

Client: *(Web sales company)*

Project Responsibilities

- Dynamics AX Operations, Software Design and Testing

Client: *Taser (Personal Defense Products)*

Project Responsibilities

- Dynamics AX Manufacturing and Master Planning

Client: *Oatey Corp. (Retail Plumbing Supplies)*

Project Responsibilities

- Dynamics AX Solution Architect, WMS interface, Software Design

Client: *Genuine Parts - TW (Heavy Vehicle Retailer)*

Project Responsibilities

- Dynamics AX Migration from 4.0 to 2012R1
- Solution Architect, WMS Interface Design, and Code Migration

Client: *Genuine Parts - Rayloc (Automotive Distributor)*

Project Responsibilities

- Dynamics AX Migration from 4.0 to 2012R2
- Solution Architect, WMS Interface Design, and Code Migration

Client: *Genuine Parts –Corporate (Auto Parts)*

Project Responsibilities

- Dynamics AX – Solution Architect, Demand Planning Interface, and BtoB Interface

Client: *Microsoft (Software Developer)*

Project Responsibilities

- Dynamics AX – Partner Training

Client: *(Sports Gear to Retailer)*

Project Responsibilities

- Dynamics AX – Solution Architect and Mobile Interface Design

Training and Education

Business Related Training Activities

- Conducted many hours of formal classroom training sessions focusing on application software. Experience in training a wide array of demographic profiles from Customer Service Representatives to high level executives.
- Provided custom training courses that focused on specific needs using specific client information.
- Provided training specific to APICS body of knowledge.
- Conducted seminars on complex or unique subject areas
- Warehouse Management Systems (WMS) theory and practical training.
- Worked for various training companies including Microsoft.

Education & Skills

Development Skills:

- .Net
- BizTalk (2002, 2004, 2006)
- SQL Server
- Business Intelligence
- Data Warehousing
- Data Integration and Interfacing
- MS Office Applications (formal training experience on PowerPoint and Excel)
- MS Project
- Visio

Certifications:

- Certified in Production and Inventory Management (CPIM) by the American Production & Inventory Control Society (APICS)
- Microsoft Certified Trainer (MCT)
- Dynamics AX (Axapta) Trade & Logistics
- Dynamics AX (Axapta) Finance
- Dynamics AX (Axapta) Production
- Dynamics AX (Axapta) Projects
- Certified at the "Master" level by Microsoft Business Solutions
- Microsoft Gold Certified Partner

Professional Accomplishments:

- Selected by Microsoft to teach the first Microsoft Dynamics AX Financials for Release 4.0.
- Selected by Microsoft to sit on the certification test review board for Dynamics AX Financials for Release 4.0.
- Selected by Microsoft to teach certification courses throughout North America for AX2009 and new version AX2012.
- Selected by Microsoft to participate in the 2012 TAP program to assist in preparing partners in the 2012 rollout in late 2011.
- Selected by AXUG to teach customer courses and seminars at the national level.
- Recognized by AXUG as an expert in the following areas: Manufacturing including Scheduling and Capacity Planning, Financials, Inventory, and Master Planning
- Recognized by Microsoft as one of the foremost experts on Scheduling and Capacity Planning
- Many articles written for MSDynamicsWorld
- Feature articles published in AXUG Magazine
- 10-part Dynamics AX Costing Seminar hosted by MSDynamicsWorld. Possibly the most comprehensive seminar of its type.
- Recipient of the Granite Award from AXUG. This was in recognition of my support of assisting users resolve problem through their Open Sessions process.
- Crusader for improvement of implementation process. Many articles on how to improve the process and how to avoid the pitfalls. Have also been as to speak on the subject at AXUG events.