



At Boshart, we are always striving to improve the experience that our Customers have when dealing with us. A large part of this experience comes down to the people and systems that we have in place. Over the past few decades we have utilized an ERP system that has enabled us to offer a high level of service to both our Canadian and US Partners. About 3 years ago, we knew that we needed to embark on the massive undertaking of an ERP change.

Our team has been working tirelessly over the past 2 years to prepare us to implement D365 Finance & Operations. We will be going live with our new ERP on October 30th 2023.

The normal communications you get from companies who are doing an ERP conversion mention how there will be limited interruptions to normal business transactions. We all know that this is never how it goes. Because you are our Partners, we want to be upfront about how we see this transition going:

There will be delays in customer service, order processing and ship times for a number of weeks

Our ability to access certain information may be delayed or not available for a period of time

These are all aspects of an ERP change that are familiar to most. Because of that, we are advising that you plan your stock needs for the month of November and place those orders asap. This way, the effect of our initial delays will have limited to no effect on your customers.

While we are excited about the future with D365 (efficiency, better business data, ability to expand our service options and speed) we know that it first starts with some growing pains. Our team has already been training in the system and we do believe that we are well positioned to get D365 implemented and back up to speed quickly.

You will see some more emails over the next month with other updates. If you have any specific questions about this project, feel free to reach out to any of our Team.

Chris Windsor

SR. VP of Sales & Marketing