

## Win Wire: Ludia Consulting Elevates SectorWare's D365 Service Continuity with Strategic Managed Support

### Current Situation

- SectorWare, a Microsoft Dynamics 365 Partner is supporting a transformation with Microsoft Dynamics 365 Finance and Supply Chain Management. To ensure success, they required a services partner to stabilize their environment and support complex implementation requirements.
- Their project required expert support from a trusted managed services provider to coordinate, support, and align workstreams.
- Previous successful collaboration under SOW #1 created a foundation of trust that SectorWare wanted to continue building upon during this critical phase.

### How We Won

- Ludia Consulting had already established a proven, collaborative dynamic with SectorWare and its broader partner ecosystem during its first collaboration.
- Our responsiveness, structured escalation, and familiarity with SectorWare's operational and technical landscape positioned us as the ideal central support hub.
- The Managed Services team's ability to work fluidly across teams—bridging SectorWare's internal stakeholders and their partner vendors—was a key differentiator.
- Ludia's focus on continuity, transparency, and strategic advisory was seen as critical to de-risking the multi-vendor environment and maintaining project velocity.

### Solution

- Extended Managed Services engagement designed to support SectorWare's Dynamics 365 Finance and Supply Chain implementation.
- Appointed a Designated Account Owner to manage communications, escalate issues, and act as the connective tissue across all partner teams.
- Delivered remote-first support aligned with best practices, ensuring predictability and rapid resolution across an evolving technical environment.
- Established partner-aligned workflows and proactive coordination to ensure SectorWare's broader delivery ecosystem moved in sync.

### Where to next?

- A central support partner that could unify and coordinate activities across internal teams and external vendors.
- Strategic, managed services aligned to the dynamics of a multi-vendor ERP implementation.
- Consistent, transparent communication to ensure alignment, accountability, and progress across all fronts.
- A scalable, consultative support model that could flex to support operational needs while guiding long-term transformation goals.

**SECTORWARE, LLC**

**Win Theme:**  
*Seamless Continuity and Strategic Engagement*

**Location:**  
*Remote*

**Industry:**  
*Software/Technology Services*

**Employees:**  
*100+*

**Date Signed:**  
*May 7, 2025*

**Solutions:**  
*D365 Finance and Supply Chain*



Jeff Allen  
CFO



Justin Miller  
Senior Project  
Manager



Caleb Bose  
MSFT D365  
Consultant



Greg Somogyi  
Sr. Dynamics 365 CE  
Consultant