



UNTHA UK and Queue Associates: Powering Transformation with Microsoft Dynamics 365

Overview:

A Unified Future with Microsoft Integration

UNTHA is a global leader in industrial shredding technology, trusted for precision engineering and exceptional performance in over 40 countries. At the centre of its UK operations, **UNTHA UK Ltd.** had already advanced its digital journey with Microsoft Dynamics 365 Sales and Field Service. When the business grew, it needed deeper integration, real-time data sharing, and streamlined processes.

Partnering with **Queue Associates**, a global **Microsoft Solutions Partner**, UNTHA UK implemented **Microsoft Dynamics 365 Business Central**—unifying finance, inventory, and project tracking in one flexible, cloud-based, agentic AI-enabled platform. The project stands out as **one of the first to deploy the Microsoft published connector for Field Service and Business Central**, a prebuilt connector from Microsoft that seamlessly links Business Central with Field Service. Previously the only way to achieve this would have been through custom development consuming significant investment. This innovation has enhanced coordination across departments and positioned UNTHA UK for future growth.

Challenge:

Disconnected Systems, Bottlenecked Progress

As UNTHA UK scale increased, its systems began to hold it back:

- Inventory updates were manual and prone to errors.
- Project tracking lived in static Excel sheets, limiting visibility.
- Finance and procurement operated in Sage, disconnected from the rest of the business.
- Warehouse teams relied on a standalone Stock App, isolated from core workflows.

These silos created delays, reduced accuracy, and slowed the business's ability to respond.



Vision:

One Platform, Many Benefits

UNTHA UK's goal were clear:

- Consolidate systems on a single, cloud-based Microsoft platform.
- Automate inventory management to reduce errors and manual work.
- Replace spreadsheets with dynamic, real-time project tracking.
- Centralise finance and procurement for faster, data-driven decision-making.

Solution:

Dynamics 365 Business Central and Field Service Connector

Queue Associates recommended Dynamics 365 Business Central as the ERP backbone: this connected finance, inventory, and projects within one cohesive system.

A major innovation: Using the new **Field Service connector**, linking Business Central to Dynamics 365 Sales and Field Service. This integration broke down data silos, enabling teams to act quickly with shared insights.

Queue also deployed **Pryme Project Management**, a Business Central extension designed to support complex projects, replacing outdated tools such as Sage and the Stock App and simplifying the technology landscape.

Implementation:

Agile, Collaborative, and Business-First

The project ran from April 2024 to February 2025, employing an agile and collaborative approach. Weekly workshops and regular touchpoints ensured the solution was tailored to real-world business needs.

Business Process Review and Modelling sessions translated current workflows into a unified future-state system. A standout success was the custom integration between Dynamics 365 Sales and Business Central—led by Queue Associates' Simon Thompson—to support UNTHA's unique Machine Configurator.

Project Team

UNTHA UK

- Sharon Annat – Internal Project Lead
- A cross-functional team of 10+ super users

Queue Associates

- Valentina Boccardi – Project Manager
- Elena Vigani – Lead Consultant
- Simon Thompson – Developer
- David Shaw – Consultant





Business Results: Real Impact, Real Improvements

The transformation has delivered tangible benefits:

- **60%-time savings** in inventory management, boosting warehouse efficiency, and reducing errors.
- The transition from static Excel tracking to **real-time project visibility** gives teams instant cost insights and tighter budget control.
- Centralised finance processes, including VAT handling and integrated banking, accelerating month-end close and improving clarity.
- Unified workflows across sales, service, and finance, supporting faster, more informed decisions.

Client Perspective

"The introduction of Business Central has given us a solid foundation by integrating projects and finance and connecting all departments through our existing Dynamics 365 platform. Queue Associates has been the best solution provider we have worked with. They guide you through every step and continue to support us as we adapt and grow."

— Sharon Annat, Data Analyst, UNTHA UK Ltd.

Conclusion:

Ready for What's Next

With a fully integrated Dynamics 365 platform, UNTHA UK has eliminated data silos and streamlined processes across the board. The Field Service connector—combined with Queue Associates' expertise—has not only addressed today's challenges but also set the business up for future innovation and growth.



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