



customer hierarchy accelerator

Increase productivity and improve how your business deals with customer groups during invoicing, logistics and project processes


 Microsoft | Dynamics 365

The challenge: Organizations deal with customers that are structured within groups such as: parent, sister, local or international; and must adapt their processes according to the role that various companies within the structure play.

Why choose Prodware to enhance your order processing needs in Microsoft Dynamics 365 Finance & Operations?

As a Microsoft partner, Prodware has developed and implemented Dynamics 365 and AX projects across Europe.

Our experienced R&D team work closely with our clients to develop additional functionalities that suit their sales, project and operational needs.



The Customer Hierarchy accelerator is a flexible customer organization tool that expands standard Dynamics 365 F&O functionality to structure customers within customer groups who have different roles to support invoicing, logistics and project processes.

By creating a link between customers across a group, organizations can automatically inherit trade agreements for pricing proposals, know who to send invoices or deliveries to without double checking; all leading to accuracy, productivity and smoother customer experiences.



Set up customer records

- Set up the customer parent codes using customer, county, country and international parameters
- Customer can inherit prices, discounts, rebate, expenses, payment conditions, referencing and reference controls, allocated to hierarchal customer



Customer organization view

- View descending and ascending hierarchy customers
- Access contacts, terms of payment, discounts and prices through customer organization view



Quotation management

- Inherits the commercial conditions in the price proposal for a hierarchical client
- By setting up the hierarchic customer, the system calculates the correct prices for a customer organization in proposals

Speak to Prodware about getting your Dynamics 365 system fully aligned with your own business needs when dealing with complex customer structures.



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