SVEN MAHN IT
The Dynamics Authority

CASE STUDY
ROM INNOTECH

From testing as part of the Dynamics 365 implementation to establishing a central knowledge and learning platform

Implementation of Microsoft Dynamics 365 Finance, Supply Chain Management, and Sales with Sören

ROM InnoTech specializes in environmental simulation and test bench technology. The center of excellence of Rud. Otto Meyer Technik GmbH & Co. KG develops custom systems with a focus on natural refrigerants for customers in industries such as automotive, aviation, and wind power.

The company faced the challenge of migrating its long-established business processes from working practices heavily reliant on Excel to a modern Microsoft Dynamics 365 environment. Sales, product planning, master data management, and other functions were to be integrated onto a single platform. The foundation for this was the implementation of Dynamics 365 Finance and Supply Chain Management, Dynamics 365 Sales, and dox42, which Sven Mahn IT was entrusted with in April 2026.

In addition to the technical implementation, the goal was to document and test the new business processes and prepare users for the new system environment. For this reason, Sören was used as an integral part of the project from the very beginning. Sören is the intelligent assistant for test management and test execution developed by Sven Mahn IT. The tool helped the project team create test cases and prepare for business acceptance testing.

ROM Technik für Mensch & Umwelt



The Sören Recorder enabled test cases to be created quickly and efficiently. Changes made during the course of the project could be easily incorporated into existing test cases. At the same time, the structured filing system with tagging functionality ensured that it was always clear which processes in Dynamics 365 Finance and Supply Chain Management and which in Dynamics 365 Sales were being tested. The test cases created formed the basis for all conference room pilots in the project.

Throughout the project, the team benefited from Sören's signature strengths: its intuitive user guidance, structured approach, and clear documentation enable even users without extensive testing experience to confidently understand processes and perform tests.

As the project progressed, another benefit of Sören became apparent. The test cases created were not only used for testing and acceptance; they also evolved into comprehensive documentation of the business processes. Employees were able to grasp much of the content on their own using the detailed process descriptions. This significantly reduced the need for additional training within the project and ensured that knowledge was permanently retained by the company.

"The Sören Tool makes working with Dynamics 365 much easier for us. Thanks to the clear, step-by-step instructions, we can easily understand the processes and apply them with confidence. This saves time, reduces the need for follow-up questions, and makes

Sven Mahn IT GmbH & Co. KG
Saseler Damm 43-45 I D-22395 Hamburg
Tel.: +49 40 2263480-0 I Fax: +49 40 2263480-80
E-mail: kontakt@svenmahn.de I Web: www.svenmahn.de/en

onboarding easier. That's how a testing tool becomes a valuable companion for us."
Dennis Kurt, Commercial Director ROM InnoTech



It became clear that Sören would also be a valuable reference tool in day-to-day operations. Whether setting up new product records, maintaining bills of materials, or calculating project costs, Sören provides users with a central knowledge platform where all relevant processes are documented and can be tracked at any time.

It therefore quickly became clear to ROM InnoTech that the use of Sören should not end with the project's completion. The company decided to license the solution and continue using it even after the go-live of the Dynamics 365 system in September 2026. In the future, Sören will continue to be used for testing, process documentation, and knowledge transfer.

"At ROM InnoTech, Sören was much more than just a testing tool. The combination of test case management, process documentation, and self-training resulted in a solution that continues to offer real added value even after the project has been completed. The fact that ROM InnoTech will continue to use Sören on an ongoing basis confirms our approach of making project knowledge permanently available within the company."
Stefan Falkenhagen, COO Sven Mahn IT

Sven Mahn IT GmbH & Co. KG
Saseler Damm 43-45 I 22395 Hamburg
Tel.: 040 / 226 34 80-0 I Fax: 040 / 226 34 80-80
E-Mail: kontakt@svenmahn.de I Web: www.svenmahn.de