

CASE STUDY

How Howden Unified Global Operations with Intwo & Microsoft Dynamics 365

ABOUT THE CLIENT

Howden is a global leader in mission-critical gas handling solutions, serving industries from energy to industrial processing. With a strong focus on Engineer-to-Order (ETO) and service-based manufacturing, they operate in highly specialized and regulated environments.

THE PROBLEM

Howden's international growth was held back by:

- Multiple legacy ERP systems (BAAN4, ISAH) that were siloed and outdated
- Lack of system standardization, leading to inconsistent processes and costly inefficiencies
- Excessive custom code and poor integration between business units

THE SOLUTION

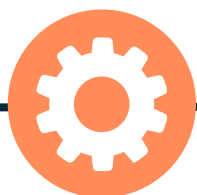
In collaboration with Grant Thornton, Intwo developed and executed a phased ERP transformation:

- Rolled out Microsoft Dynamics 365 Business Central globally
- Reduced customizations, implemented best-practice standardizations
- Built a modern ERP backbone that supports ETO and simplifies service workflows

THE BENEFITS



Global Standardization: One unified ERP system across business units and regions



ETO-Ready Architecture: Tailored for engineer-to-order complexity without over-customizing



Minimal Custom Code: Reduced technical debt, making future upgrades seamless



Scalable & Future-Proof: Positioned for long-term performance, growth, and maintainability