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INDUSTRY REPORT · 2026 · FREE

The Stone Industry ERP Report 2026

How Microsoft Dynamics 365 Business Central is
Transforming Stone Fabrication, Distribution & Mining

\$50B+

Global stone market

40%

Avg. inventory discrepancy

90-98%

Accuracy with D365 BC

17x

ROI within 3 years



Dynamics 365 Business Central
Certified Implementation Partner

SERVING:

Stone Fabricators

Distributors

Mining

Architects

Contractors

Builders

Project Managers



TABLE OF CONTENTS

01	Executive Summary	3
02	Market Overview	4
03	The Operational Challenge	5
04	The 7 Personas	6
05	How ERP Transforms Stone Operations	7
06	D365 BC Feature Deep-Dive	8
07	Industry Case Study: Horizon Stone	9
08	The Maturity Model	10
09	Implementation Roadmap	11
10	Why Dhyey Consulting	12

01

Executive Summary

A Sector at a Crossroads

The global natural stone industry spans mining, fabrication, distribution, and installation — yet a striking proportion of businesses still run on fragmented systems: spreadsheets, disconnected accounting tools, and manual inventory processes that quietly erode margins as businesses grow.

The average inventory discrepancy runs at 40%. Job costing is typically only visible after a project closes. Multi-location operators lack a single source of truth.

This report examines the operational challenges facing stone businesses in 2026 and makes the case for Microsoft Dynamics 365 Business Central as the ERP platform purpose-suited to address them — with a proven implementation already live in the stone sector.

\$50B+

Global stone market size
(2024)

40%

Avg. inventory discrepancy
without ERP

17x

Avg. ROI on D365 within 3
years

90-98%

Inventory accuracy with ERP

Sources: Grand View Research · Gartner · Nucleus Research · IDC



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02

Market Overview

A Growing Market with Structural Complexity

Natural stone is experiencing sustained demand growth across residential renovation, commercial construction, and a shift toward premium materials. The North American market accounts for a significant and growing share of global stone imports.

Key Market Dynamics

Rising Import Complexity

Most stone sold in North America is imported — from Brazil, India, Italy, and Turkey. Landed cost complexity is extreme without integrated ERP.

Multi-Tier Supply Chains

Stone moves through quarry, importer, fabricator, distributor, and contractor. Each step requires precise inventory, cost, and documentation management.

Growing Custom Fabrication

Architects demand custom dimensions and finishes, driving job-based production models requiring project-level cost tracking.

Margin Pressure

Material costs, freight volatility, and labour inflation compress margins. Operational inefficiency driven by poor systems is no longer absorbable.

The North American stone market is forecast to grow at 4.2% CAGR through 2030. Businesses that build operational infrastructure now will be disproportionately positioned to capture this growth.



03

The Operational Challenge

The Hidden Cost of Disconnected Systems

The combination of high-value irregular inventory, complex import costing, job-based fabrication, and multi-location distribution creates a perfect storm for systems never designed to handle all of the above simultaneously.

40% Avg. inventory discrepancy in manual environments Gartner & McKinsey	50%+ Of stone businesses below 80% inventory accuracy IDC Supply Chain	4% Of annual revenue lost to inventory errors alone Aberdeen Group	3-5 days Delay from project close to accurate costing Industry survey
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Root Causes

- Inventory in Excel — no lot-level or slab-level tracking
- Job costing calculated after project completion — margin leakage invisible
- Landed cost (duties, freight) calculated outside the accounting system — errors compound
- Multi-location operations with no shared inventory view — double-ordering, stockouts
- Finance disconnected from operations — every reconciliation is a manual project

04

The 7 Personas — Who This Report Is For

Your Role in Stone Determines Your Pain

D365 Business Central addresses the operational challenges of every role in the stone value chain — within one connected Microsoft platform.

Persona	Pain Points	D365 BC Benefit
Stone Fabricators	✗ No real-time slab tracking ✗ Job costing only after completion ✗ No BOM scheduling	✓ Live slab & lot inventory ✓ Real-time job costing ✓ BOM-driven production
Distributors & Retailers	✗ Landed cost in spreadsheets ✗ Inconsistent multi-warehouse stock ✗ Inaccurate import costing	✓ Automated landed cost ✓ Live slab visibility ✓ Procurement meets finance
Mining & Natural Stone	✗ Manual extraction tracking ✗ Quality grading off-system ✗ COGS only at month-end	✓ Output by grade & lot ✓ Integrated procurement ✓ Real-time COGS quarry to sale
Architects & Designers	✗ Unreliable stock from suppliers ✗ Slow quoting ✗ Always chasing lead times	✓ Real-time availability ✓ Faster quotes ✓ Reliable lead times
Contractors & Installers	✗ Cost overruns from bad estimates ✗ Procurement delays ✗ No per-project visibility	✓ Project-level PO management ✓ Materials tracked vs budget ✓ No end-of-project surprises
Builders & Remodelers	✗ Stone untracked in build ✗ Spec changes not costed ✗ Manual change orders	✓ Stone linked to project costs ✓ Real-time budget updates ✓ Change orders tracked
Project Managers & Advisory	✗ No vendor performance data ✗ Informal market info ✗ Specification is guesswork	✓ Structured vendor benchmarks ✓ System-generated data ✓ Sharper specification decisions



05

How ERP Transforms Stone Operations

From Reactive to Real-Time

Moving from spreadsheets to a modern cloud ERP is a fundamental operational shift. Decisions on stock, scheduling, pricing, and procurement can now be grounded in accurate, real-time data.

Area	Without ERP	With Microsoft D365 BC
Inventory Accuracy	60-80%	90-98%
Forecast Accuracy	Low/Static	+20-50%
Inventory Cost	High carrying cost	20-30% lower
Reconciliation	Days of manual work	70% faster
Fulfillment	~80-83%	~95%
Job Costing	After completion	Real-time, per project
Landed Cost	Manual, error-prone	Automated, integrated
Multi-Location	Siloed	Unified, real-time

Sources: Gartner · McKinsey · IDC ERP Value Study

06

D365 BC — Feature Deep-Dive for Stone

Built on the Microsoft Platform — Trusted by 45,000+ Businesses Globally



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Microsoft Dynamics 365 Business Central is a cloud ERP rated a Leader in the IDC MarketScape for Cloud ERP for SMBs. For stone operators, its native inventory management, job costing, and financial consolidation capabilities map directly to the sector’s core operational needs.

Microsoft
Ecosystem

D365 Business Central sits within the broader Microsoft ecosystem — natively connected to Microsoft 365 (Outlook, Excel, Teams), Power BI for analytics, Azure for cloud infrastructure, and Microsoft Copilot AI for intelligent automation. When you implement D365 BC with Dhyey, you inherit this entire ecosystem.

Slab & Lot Inventory Tracking

Track every slab at lot level across all warehouses in real time — grade, dimensions, cost, and location always current.

Job Costing by Project

Live profitability per project before the job closes. Act on margins while you still can — not weeks after.

Landed Cost Automation

Auto-apportion duties, freight, insurance, and customs across shipments. Reflected immediately in COGS.

Multi-Location Inventory

Connect all warehouses, showrooms, and fabrication facilities. No manual consolidation.

Real-Time Financial Reporting

P&L, balance sheet, cash flow updated live. Month-end close typically reduces by 40-70% post-implementation.

Microsoft Copilot AI

Built-in AI for demand forecasting, anomaly detection, and workflow automation — at no additional cost.



07

Industry Case Study: Horizon Stone

Horizon Stone x Microsoft Dynamics 365 Business Central

Horizon Stone manufactures high-quality stone veneers for residential and commercial projects across North America. Partnering with ACE Micro — a certified Microsoft Dynamics 365 partner — they migrated from QuickBooks to D365 Business Central. Source: Insight Works / ACE Micro · dmsiworks.com

Challenges

- QuickBooks could not track raw materials or serialised finished goods
- No BOM capability — production planning entirely manual
- Warehouse picking and serial number tracking had no system support
- Quality and on-time delivery metrics impossible to report

The D365 BC Implementation

ACE Micro — a certified Microsoft Dynamics 365 partner — implemented Business Central in two phases. Phase 1 deployed core ERP replacing QuickBooks. Phase 2 added mobile barcode scanning via Honeywell CK65 devices for pick, pack, and ship workflows.

Results

Real-Time Inventory	Full slab and serial-number visibility — impossible with QuickBooks.
BOM-Driven Production	Scheduling enabled better decisions on output and warehouse space.
Warehouse Accuracy	Mobile scanning eliminated manual entry and pick errors.
Quality Reporting	On-time delivery, efficiency, and QC metrics visible for the first time.

Source: Insight Works / ACE Micro · dmsiworks.com

08

The Maturity Model

Where Does Your Business Sit Today?

Most stone businesses we encounter are at Stage 1 or 2. The move to Stage 4 is achievable within 6-12 months.

Stage 1 Reactive	· Excel & manual tracking · No real-time visibility · High error rates	60-70 %
Stage 2 Fragmented	· Basic accounting disconnected · Inconsistent data · Manual reconciliation	70-80 %
Stage 3 Integrated	· Partial automation · Gaps in job costing · Manual bridges still required	80-90 %
Stage 4 Optimised	· Real-time slab inventory · Live job costing · Unified financials — full control	90-98 %

Most stone businesses are at Stage 1 or 2. Moving to Stage 4 isn't a technology problem — it's a strategy problem. That's precisely what Dhyey solves.

Implementation — What to Expect

A Realistic Roadmap from Kickoff to Go-Live

A D365 Business Central implementation for a stone fabricator or distributor typically takes 12-20 weeks. Below is a representative phased timeline.

Phase 1	Wks 1-4	Discovery & Design	Current-state process mapping, data audit, chart of accounts, inventory structure, user role definition.
Phase 2	Wks 5-10	Build & Configure	System configuration, custom workflows, data migration from QuickBooks/Sage, integration with existing tools, UAT.
Phase 3	Wks 11-15	Testing & Training	UAT with real scenarios, staff training by role, parallel running, go-live readiness checklist.
Phase 4	Wks 16+	Go-Live & Hypercare	Managed go-live, hypercare period (4 weeks minimum), transition to ongoing managed support.

Nucleus Research: for every £1 invested in Microsoft Dynamics 365 Business Central, organisations yield an average return of £17 within 3 years — twice the ERP industry average.

10

Why Dhyey Consulting

Your Microsoft D365 BC Partner for the Stone Industry



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Dynamics 365
Business Central Partner

Dhyey Consulting is a Microsoft Dynamics 365 Business Central implementation partner with deep operational roots in manufacturing, distribution, and supply chain — now applying that expertise to the North American stone industry, with a live, proven implementation already operational.

Industry Knowledge

We understand stone — slab inventory, landed cost, job fabrication, distribution complexity. We configure D365 BC for your reality.

Proven Stone Implementation

Our stone industry implementation is live. A methodology you can trust and a timeline you can plan around.

Microsoft Partner Expertise

Certified Microsoft partner — implementing D365 BC with the full backing of the Microsoft ecosystem: Copilot AI, Power BI, Microsoft 365.

Long-Term Commitment

We are building in stone for the long term. Ongoing support, system evolution, and strategic guidance as your business grows.

Manufacturing & Distribution DNA

Our background means we understand operational complexity from the inside — not the sidelines.

Managed Support Beyond Go-Live

Post-go-live support, module extensions, training, and strategic guidance as your needs evolve.

Consult Our Industry Expert

30 minutes. Live D365 BC demo configured for stone. No pitch — just expertise.



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