



## QUISITIVE CLIENT

**Dover Chemical  
Corporation**

## INDUSTRY

**Manufacturing**

## LOCATION

**USA**

## PRODUCTS AND SERVICES:

- **Microsoft Dynamics 365  
Finance (F&O)**
- Cloud ERP Migration

“It became clear  
they (Quisitive) had a  
better knowledge of our  
operations and where  
we wanted to go.”

**MICHAEL CARR,**  
MBA, CMA, CTP, CFM  
Chief Financial Officer,  
Dover Chemical



## Rapid Implementation of Dynamics 365 F&O Improves Security at Dover Chemical

### The Company

Dover Chemical Corporation is a \$250M specialty chemical manufacturer operating in Dover, Ohio, and Hammond, Indiana. Known for innovation, safety, and operational excellence, Dover serves a broad range of industrial sectors.

### The Challenges

In October 2023, Dover Chemical faced a major cybersecurity crisis when it was hit by a LockBit 3.0 ransomware attack. The attack encrypted most of the company's on-premises business systems, effectively halting operations and creating widespread disruption.

The incident created a high-pressure situation, forcing the company to make swift decisions. Rather than succumbing to the attackers' demands, Dover chose to rebuild its IT infrastructure from the ground up. This decision required not only technical expertise but also a strategic shift toward a more secure, cloud-based future.

### Why Quisitive

Dover needed more than an implementation vendor - they needed a partner who could move fast, align with their strategy, and deeply understand their operations.

Quisitive brought deep manufacturing experience, a proven Microsoft track record, and the ability to deliver under pressure.

### The Solution

Dover Chemical and Quisitive embarked on a rapid deployment of Dynamics 365 Finance & Operations (F&O). While typical implementations span 12 to 18 months, this project was completed in just six months, given the complexity and urgency.

## Key elements included:

- **Cloud Migration:** Transitioning from on-premises systems to a secure, scalable cloud environment
- **Structured Milestones:** Weekly touchpoint meetings to track progress and adjust as needed
- **Modular Integration:** Seamless integration with other Microsoft tools and future-ready architecture
- **Change Management:** Ensuring staff were trained and systems aligned with business processes

Quisitive's disciplined approach ensured that the project remained on track, even under tight deadlines.

“*Being cloud-based enhances the security piece of it, that's important to us after our past history...had we been on the cloud... we still would have been able to access our systems and run the business with little interruption.*”

## The Results

The implementation delivered immediate and long-term benefits:

### Stronger Security

Dynamics 365 now provides enterprise-grade protection, real-time threat detection, and secure backups.

### Business Continuity

Rapid deployment helped Dover bounce back from the attack with minimal long-term disruption.

### Greater Innovation

The move to Dynamics 365 also opened the door to greater flexibility and innovation. The cloud-based platform allows Dover Chemical to easily integrate with other Microsoft tools and third-party applications, enabling a more connected and efficient digital ecosystem.

“*The regular check-ins with Quisitive kept everyone aligned. It was a true partnership—no surprises, just steady progress every week.*”

JENNIFER COX

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JENNIFER COX,  
Financial Services  
Dover Chemical

## Future-Ready Infrastructure

The new system supports continuous improvement and scalability, empowering Dover to adapt quickly to evolving business needs and technological advancements.

## Looking Ahead

With Dynamics 365 in place, Dover plans to expand into additional Microsoft modules. The company views Quisitive as a long-term partner in their modernization journey – one that started in crisis, but is now driving growth and resilience.

“*I would absolutely recommend Quisitive as a partner. They are experienced, professional and do a great job putting the customer first.*”

JENNIFER COX

Modernize your business with secure, scalable, AI-powered business management.

[Talk to a Dynamics 365 Expert](#)