

Case Study | JM Family Enterprises

# JM Family's journey through operational evolution



# An automotive **distribution powerhouse**

Established in 1968 and headquartered in Deerfield Beach, Florida, JM Family has evolved into **one of the largest automotive distribution and logistics companies in the United States**. The company is perhaps best known for its flagship division, **Southeast Toyota Distributors (SET)**, which stands as the **largest private distributor of Toyota vehicles globally**.

The company has built a reputation for **excellence in customer service** and **operational efficiency**, attributes that have propelled them to the forefront of the automotive distribution sector.

## 500,000 vehicles sold annually

Supplying a robust network of **177 independent Toyota dealerships**, JM Family contributes significantly to the automotive landscape, accounting for **20% of all Toyota sales in the U.S.**

## Revenue of \$22 billion

**JM Family Enterprises, Inc.** is a privately owned powerhouse in the automotive industry.

SET is one of the top suppliers of Toyota certified parts selling

## over \$670 million

in parts and accessories in 2024.





# A struggle with **legacy technology** in a **modern market**

However, as the automotive industry rapidly evolves, so too do the needs of its stakeholders. JM Family found itself being limited by an **inflexible "green screen" mainframe system**. With a complex network of over **200 applications**, the 40-year-old system has become increasingly costly for supporting the diverse operational needs of their dealers, particularly in critical areas such as:



Inventory visibility



Supply allocation



Order processing



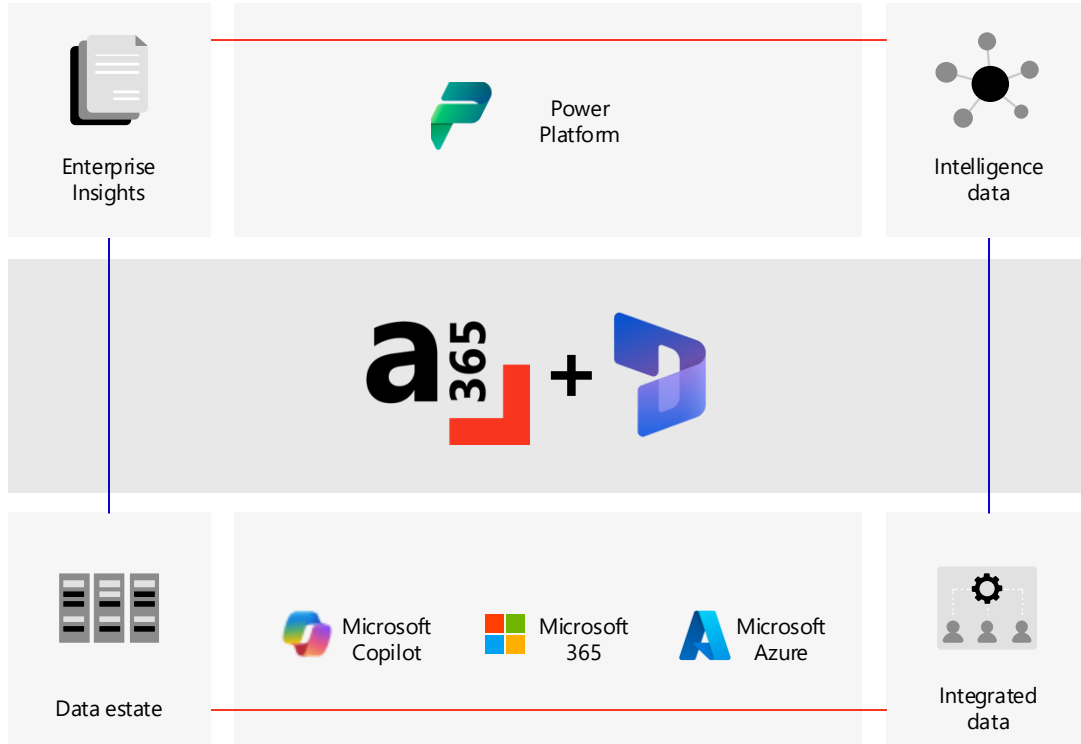
Logistics support

Recognizing the pressing need for a **transformative overhaul**, JM Family sought a modern, integrated solution capable of enhancing operational efficiency while meeting the vastly changing demands of the automotive industry.

Case study | JM Family Enterprises | **Challenge**



# Accelerating supply chain efficiency with A365



To meet the growing demands of the automotive industry and its dealerships, JM Family Enterprises selected the powerful combination of **Microsoft Dynamics 365 and A365**.

Case study | JM Family Enterprises | **Approach**

This solution is set to streamline JM Family's supply chain processes by:

- **Standardizing and streamlining** inventory management and vehicle processing tasks to improve associate productivity and maximize efficiency of vehicle movement.
- **Enhancing vehicle visibility and traceability** throughout the supply chain to enable processing and shipping execution that can improve accuracy of dealer ETAs.
- **Seamlessly integrating** operational and accounting transaction management activities to enhance timely and accurate financial reporting and decision making.

In addition, JM Family implemented the **full Annata platform**, which includes robust warranty management and rental services, further optimizing their operations across multiple areas.

# Aligning automotive expertise with customer needs

Collaborating closely with Microsoft's Toyota account team, Annata leveraged its **deep automotive expertise** and advanced product capabilities to design a competitive **Minimum Viable Product (MVP)** for JM Family.

Annata led automotive product demonstrations alongside Microsoft's industry team consultants, showcasing the full range of standard features and workloads. This intensive sales cycle required a high level of dedication.

Annata's team conducted daily demonstrations for  
**30 consecutive days.**

These sessions engaged nearly  
**200 customer stakeholders,**  
offering an **in-depth presentation** of the product's capabilities and the long-term value it would provide.



# Achieving industry-specific excellence with Annata

The decisive factor in securing JM Family's partnership was Annata's ability to offer an **automotive-focused solution** that delivered **full visibility and control over the entire vehicle lifecycle**. This capability became the cornerstone of a **compelling value proposition** that resonated with a broad and diverse group of JM Family stakeholders.

Furthermore, **Microsoft's FastTrack team provided confidence** in system performance, data migration, and the One Version concept. The **Microsoft Unified team** assured seamless planning and execution, laying the groundwork for a successful software implementation and business transformation.

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Our shift to Annata and Microsoft is a game-changer for JM Family. By integrating our operations within an automotive-specific unified platform, we can now provide our operations teams with the tools to deliver faster, more responsive service to our dealers in an ever-changing market space. Providing that speed and quality of service is fundamental to our charter of remaining Dealer Driven.

Bryan McArdle

AVP, Southeast Toyota Distributors



# Accelerating business transformation with Annata and Microsoft

The selection of **Microsoft Dynamics and A365** was driven by JM Family's **long-term vision for operational evolution**. In a unique approach, the technology platform was chosen first, with the systems integrator selected later. This approach highlighted the **strategic alignment of Annata's solutions with JM Family's business needs**, paving the way for a successful digital transformation.

Case study | JM Family Enterprises | **Future Vision**

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With A365 and Microsoft Dynamics 365, we have the tools to manage our entire supply chain with greater efficiency and precision. These solutions not only modernize our operations but also future-proof our business. From streamlining vehicle orders to optimizing warranty management, Annata's platform empowers us to enhance every facet of our operations, ensuring that we continue to lead in our industry.

Bryan McArdle

AVP, Southeast Toyota Distributors

