



case study

UPS maker installs Dynamics NAV solution Europe-wide

"We've come a long way since I joined the company in 2006 and a lot of the improvements have come directly from the installation of Dynamics NAV."

Doing this case study made me realise just how much we have achieved and how much value NAV has added to the business. We all like NAV – we simply couldn't live without it."

Gill Lapping
Administration Manager
CBS Group

CBS Group needed a new business system to help them make a leap forward in performance and efficiency. After CBS was acquired by MGE, the new parent company had exactly the same idea, but for every company in the group.

The installation of Dynamics NAV across all the European sites started with a successful implementation at the CBS site in Farnham, Surrey.

The Company

Two family-run companies, Computer Battery Services Ltd and Premier UPS Services Ltd, set up in 1983 & 1991 respectively. They were physically situated across the road from each other and also traded with each other.

Premier was the product brand name but, when the two companies merged, the combined organisation became known as CBS Group.

In 2006, CBS Group was acquired by MGE SA, who in turn was owned by Schneider Electric SA.

In 2008 Schneider Electric SA acquired a company called APC and merged MGE & APC forming the 'APC by Schneider Group', of which CBS Group is now part.

CBS Group supplies maintenance on all brands of UPS and battery systems. They also supply their own brand of UPS devices known as the Premier Series.

CBS Group supply everything from battery replacements to maintenance, from an inspection visit on a UPS to a battery system. They will even design and deliver a complete turnkey solution to replace a UPS, battery, switchgear, Power Factor Correction, emergency lighting and Harmonic Correction Devices.

The Challenge

At group level, MGE made all the decisions about business systems.

They decided that they wanted to have the same system in all their offices and that system was Microsoft's Dynamics NAV.

MGE's main aim in moving to a single platform for all group companies was consistency.

They wanted consolidated reporting from all their European sites – the same information, in the same format, with the same high degree of accuracy they got from their own systems.

Alongside this, they wanted to simplify the process to ensure that reports were easier to produce than previously.

Removing manual intervention and duplicate processing would help reduce the time taken in building the reports.

In addition, it would free up staff to do more analysis and less number crunching.

Finally, with a new system in place, they could look at adding other areas that they felt would bring real value to the business – barcoding, serialisation of their products, improved reporting and accurate forecasting.

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The Solution

The management of MGE in France drove the project forward and the UK was chosen as the first office to implement NAV.

Before the introduction of NAV the systems in place were mostly manual, with staff using their own pen and paper-based processes.

These were backed up by the use of a database called Clik, with Sage being used for the accounting side.

Gill Lapping, the Administration Manager, spent three months replicating these book entries in Excel so that the data could be transferred into NAV.

As the two original companies were trading with each other before becoming CBS, there was considerable duplication, with much of the data being held more than once in different parts of the business.

All these entries had to be sorted out before being recorded in Excel – a tedious job, but very important to the success of the implementation.

MGE's plan was to go live in November 2006 and that's exactly what they did.

CBS was the first company in the group to go-live, even before the group head office in France. NAV was then rolled out across Europe.



CLIENT PROFILE

CBS Group was formed by the merger of Computer Battery Services and Premier UPS Services.

Having been absorbed into MGE, they were chosen to pioneer the installation of Dynamics NAV as the first company in the group to take the new group-wide standard.

Solution Microsoft Dynamics NAV



Benefits

- Single database offering one version of the truth.
- Ability to track orders through system.
- Improved contract management.
- More accurate forecasting based on relevant historic information.

Metaphorix's involvement came via a phone call from France.

MGE wanted a Gold Certified Microsoft partner to help them install the product and Metaphorix was one of the first to attain the standard.

The company did look at other NAV providers but, compared to Metaphorix, CBS felt that they weren't as knowledgeable on NAV.

The implementation was carried out against the background of a tight timescale, which put pressure on everyone in the business.

In addition, group appointed a project manager from head office in France who was not as well versed in the operational side of the UK business as the project probably needed.

But with hard work and determination on both sides, the system was successfully installed on time and in budget.

Most of this was down to the relationship formed between the teams in CBS and Metaphorix and how well they worked together.

The Benefits

Everyone at CBS sells as part of their job role and now, using NAV, they can all sell much better than before.

Everyone is customer-facing and so a single, consolidated view of the information is needed.

NAV provides this central point for all data and today the company has one single version of the truth available to all.

The sales team can now track orders throughout their life in the system.

In addition, the contract management function has proved to be a godsend – NAV calculates deferred income automatically, where previously it was all done by hand.

Another benefit is that they can forecast and see the history of their transactions.

A small but crucial improvement is that customers now pay via BACS, making it easier for the accounts team to manage.

Finally, there are no more paper-based systems in use – in fact, there's a lot less paper in use altogether.

For more information about our products and services, please call: **01675 432400**, email us at: sales@metaphorix.co.uk or visit our website: www.metaphorix.co.uk

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