



## case study

# Dynamics NAV offers builder solid foundation for growth

*"We have found Microsoft Dynamics NAV to be a very easy system to learn and to use. It's flexible, friendly and functionally very rich.*

*We demanded a lot from our replacement system and Dynamics NAV delivered it."*

**Bob Dean**  
Finance Controller  
The Gallagher Group

The Gallagher Group, as a Master Town Developer, promotes large development projects with a residential focus, sells residential housing land to house builders and also develops and retains commercial property, particularly retail parks.

Microsoft's Dynamics NAV solution was quickly deployed to meet Gallagher Group's varied needs, including adhering to UK tax legislation relating to subcontractors' payments.

### The Company

Gallagher UK is a privately owned commercial and residential property development and investment company.

The company is based in Warwick, but operates throughout the United Kingdom.

The group has two divisions:

- Estates
- Developments

### Estates

Gallagher Estates is the group's residential development arm.

The company promotes and develops major new communities and mixed-use schemes throughout the UK.

The company is meeting and responding to the Government's agenda in terms of sustainable new communities, and contributing to the Urban Renaissance through urban regeneration.

The company owns or controls land with planning consent for approximately 32,000 residential plots throughout the UK.

### Developments

Gallagher Developments is the group's commercial property development and investment arm.

The company develops across all sectors of the property market including retail, offices, leisure, industrial and mixed-use schemes.

However, the primary focus is in the retail sector and the company owns land with planning consent for 6 million square feet of commercial development.

The core commercial business involves an investment portfolio extending to over 2.7 million square feet of retail parks in the UK.

### The Challenge

The company acts as a 'Master Developer', undertaking all aspects of the development process including site assembly, master planning and promotion through to construction of a strategic infrastructure.

It retains responsibility for delivery of all planning obligations, including schools, healthcare, landscaping, affordable housing and all aspects of the public realm.

# case study

Due to its continued success, Gallagher recognised it was rapidly outgrowing its existing IT infrastructure and that the old business system was failing to provide the required level of flexibility and integration.

*“With our previous IT system, information was not readily accessible on a supplier-by-supplier basis within projects”,* explained Gallagher’s Financial Controller, Bob Dean.

*“Also, it could not identify which individual invoices had been re-charged to, and paid by, our joint venture partners.*

*Furthermore, it did not provide us with easily accessible project history information and we really needed to have easy access to costs relating to stock and projects that had been previously written off.”*

Other issues that faced the Group included its inability to compare amounts invoiced and cash paid against budget, the absence of an easy-to-follow Trial Balance and an inflexible reporting module.

*“We realised that we were going to be asking a lot from a replacement system”,* confirms Dean.

## The Solution

Gallagher initially decided to implement the Dynamics NAV solution using a team from a local Microsoft software reseller.

*“The specification process for a replacement IT system began back in February 1999, with the local supplier starting work in August of the same year.*

*Unfortunately, the project suffered many delays and still had not been completed by October 2000, which was when the supplier went into liquidation”,* explains Dean.

Both Gallagher and Microsoft were keen to move the implementation forward and the search began for a safe pair of hands.

Metaphorix, a UK Top 10 Microsoft Partner with experience of over 100 installs of Dynamics NAV, stepped into the void left by the previous partner.

The industry-specific Dynamics NAV add-on provided by Metaphorix was exactly what Gallagher were looking for to offer them the right support for their complex business processes.



## CLIENT PROFILE — JJ Gallagher

Rapid expansion meant Gallagher was outgrowing its existing IT infrastructure. The old information management system was failing to provide the level of flexibility or integration it needed.

### Solution

Microsoft’s Dynamics NAV has given Gallagher a system that caters for all its requirements related to building and letting properties, giving real-time views of project costs.

### Benefits

- Tax compliance assured
- Flexible project management
- Better cost control
- Controlling subcontract operations

This module, known as MetaBuild, is the industry-specific solution for home builders, civil engineers and construction companies of all kinds.

MetaBuild offers superb core functionality, married to the latest technology and enhanced to address the specific needs of builders.

*“It was soon apparent that Metaphorix had the required competency and detailed understanding of our business needs to help us successfully complete the implementation”,* says Dean.

Implementation of the solution with Metaphorix in control proved straightforward.

### The Benefits

The company has been impressed with the speed at which Dynamics NAV contributed to the efficient running of the business.

The complexity of their projects required them to handle different projects in a range of ways.

The Dynamics NAV software proved to be flexible enough to allow the users to change the way different projects were handled.

They were no longer bound by the rigid style of their old system, allowing all data to be brought onto the system and out of spreadsheets and unofficial files.

This, in turn, made data on projects available to all that needed it, improving the control they exercised over their business.

Project progress, project history and the detail surrounding each stage were now visible to all those involved in the process.

The management of subcontractors and joint-venture partners was also a big area where the processing was improved.

The issue of paying invoices whilst making sure that invoices were raised was elegantly managed by the Subcontractor Management and Billing Management parts of the system.

Overall, the installation of Dynamics NAV offered much better reporting tools employed over much more comprehensive and accurate data.

The production of accurate accounts, including the easy to understand and to produce Trial Balance they needed, meant they not only gave more accurate information to management but assured them of compliance with the Inland Revenue’s tax requirements.

The control of costs and the reporting of project progress was the most important objective for the group and they achieved it with Dynamics NAV.

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**

## Metaphorix

 Microsoft Dynamics NAV