



case study

Microsoft Dynamics NAV gives dental group plenty to smile about

“Our users are busy professionals, they don’t want to think about their computer systems – they just want them to work.

Simple, effective and easy to use – and that’s exactly what Dynamics NAV gives us.

With the backup of Metaphorix’s expertise and strong support ethos, we’re really happy we made the change.

We know we made the right choice.”

Mark Taylor,
Director of IT
Integrated Dental Holdings

Integrated Dental Holdings (IDH) is the largest provider of NHS dentistry in the UK, currently operating and delivering NHS services from around 300 dental practices.

When their Sage software started to show signs of age, they turned to Microsoft’s Dynamics NAV product to provide their next generation of finance software – installed and supported by Metaphorix.

The Company

Integrated Dental Holdings (IDH) is a group of companies that offers the full range of NHS dental services.

In addition to serving NHS patients, the group offers specialist services such as sedation, minor oral surgery, domiciliary services and in-hours urgent access.

The group, now with close to 300 practices, serves a range of patients in both urban and rural locations.

The practices offer services and accessibility to suit the often diverse clinical, social and cultural needs of their customers.

IDH works in partnership with 90 Primary Care Trusts (PCTs) and Local Health Boards (LHBs), as well as Health Boards under different contractual arrangements in Scotland.

The group strives to help these Primary Care Organisations (PCOs) realise their dental commissioning and oral health strategies.

The Challenge

The process of changing the software that supported the practices started back in 2001.

At that time, IDH was using MultiSoft, an old Sage product. They also had an in-house Access database.

MultiSoft was very hierarchical and difficult to customise. The practices found it lacked key function and was inflexible in use.

The Access database was unreliable and put the practices at risk of losing crucial data.

In addition, the MultiSoft software was nearing the end of its life and so the group had to make a decision about the future of their systems.

The choice they faced was to upgrade to another Sage product, to adopt the Sun Accounts systems in use in other parts of the group or choose a new solution altogether that more closely met their needs today.

case study

Mark Taylor, Director of IT, was drafted in to help the company make this important decision.

Mark's team were ideally placed to help choose the new solution as they were very close to the needs of the business, providing data warehousing for all the branches and data feeds to all of them on a regular basis.

One thing Mark was sure of was that IDH's new system needed to be flexible, as NHS systems change all the time and the practices would have to be responsive.

During the search for the system they concentrated on the core functionality the businesses needed, such as purchase ordering and the power and flexibility in the accounting systems, particularly the nominal ledger.

The Solution

As part of the search for a new system, Mark attended a trade show and came across Metaphorix for the first time.

They invited Metaphorix to bid for the replacement solution, along with three other Dynamics NAV resellers.

As the evaluation unfolded, Mark began to feel that they were developing a better relationship with Metaphorix than with the other suppliers.

Mark felt that Metaphorix's enthusiastic attitude was important and similar to their own, which made them a good fit for IDH.



CLIENT PROFILE

Diverse and rapidly growing, the Integrated Dental Holdings Group realised that, in order to support its ambitious plans, it needed to beef up the IT systems they relied on for key business processes and reporting. They turned to a Dynamics NAV solution installed by Metaphorix.

Integrated
Dental
Holdings

Solution: Microsoft Dynamics NAV

Benefits

- Strong support for remote dental practices.
- Enabled central management team to support more practices.
- Improved management reporting.
- Dynamics NAV scales with their growth plans.

Metaphorix also showed during the demonstration phase that they understood IDH's business model.

This gave Mark confidence that they could implement a system that met IDH's key needs, reinforcing Mark's view that the two companies could work well together.

Although Metaphorix was quite a small reseller at that time, giving IDH a little cause for concern, a check of Metaphorix's finances showed how successful the company were.

In addition, a site visit to an existing customer using a very similar configuration of software products installed and supported by Metaphorix helped IDH to make up their minds.

The three-month project only involved two weeks of actual installation time – the rest being spent on planning and coordinating the set-up of the system with the practices and Mark's team.

Finance went in first, with the payroll system scheduled for installation at a later stage.

Mark's attitude to the project was keep it simple. The P&L was deliberately made very easy to follow and the set-up of the Nominal Ledger in NAV kept straightforward.

This, coupled with the intuitive nature of the Dynamics NAV software, meant that training all the users was easy.

The Benefits

Mark knew that the group wanted a system that worked the way they worked and did exactly what it said on the tin.

The Dynamics NAV solution did just that.

The NAV system has shown itself to be reliable, robust and scalable.

Above all, it meets the needs of IDH and offers strong support for all users in this diverse business.

Metaphorix also proved that they were the right choice for the implementation.

A strong working relationship quickly developed between the staff on both sides.

In particular, the help desk support offered by Metaphorix is described by IDH users as excellent.

For more information about Metaphorix products and service, please contact: **01675 432 400** or visit our website at: www.metaphorix.co.uk

Metaphorix

 Microsoft Dynamics NAV