



## case study

### Major projects firm chooses Metaphorix for major project of their own

*“Metaphorix clearly understood our style of job costing process and showed they could handle it using their solution, MetaBuild.”*

*Our Metaphorix Project Manager was very knowledgeable. She helped us to turn our requirements into an installed solution.*

*We felt very comfortable with everyone we met from the company and the end result shows we were right to choose MetaBuild.”*

**Sarah Ockenden**  
Financial Controller  
ITAD

ITAD works closely with government and non-government organisations involved in the delivery of major projects and public programmes.

With a complex mix of resources across a wide range of countries, project control is essential. In particular, the monitoring of costs and the ability to make changes to keep projects on track was key to their implementation of Dynamics NAV from Metaphorix.

#### The Organisation

ITAD is a very special consultancy company. They work in partnership with governments, private companies and non-government organisations to deliver major projects, to improve the performance of policies and to support the roll-out of major programmes.

The services they offer include the following.

#### Monitoring and evaluation

Monitoring and evaluation is central to all ITAD's work.

They assist agencies to design, install, manage and review monitoring systems for programmes and projects, country portfolios, public sector management and poverty reduction strategies.

#### Aid effectiveness

Aid effectiveness is concerned with strengthening donor agency and recipient governments' efforts to achieve the Millennium Development Goals.

#### Poverty & governance

Governance is about the way institutions, rules and systems of the state operate at central and local level. How the state relates to ordinary people has become a central theme in poverty reduction.

#### Institutional development

Recognised as a key driver for sustainable change, institutional development is integral to all ITAD's work.

They are specialists in the analysis of organisational and institutional processes and in training design and delivery.

#### Water management

ITAD works to improve the stewardship of water through better management practices. They encourage and facilitate new ideas at the delicate threshold between water resource availability and scarcity.

#### Communication for development

Communication lies at the heart of the challenge of engaging poor people in the decision processes that affect their lives.

ITAD is skilled in guiding the process for developing stakeholder platforms and channels through which communication can take place.

#### Business Challenge

ITAD had used OPERA software for many years and it was starting to show signs of age – no longer being able to support the needs of the company and not reflecting the processes they were now using.

## CLIENT PROFILE — ITAD



ITAD works in partnership with governments, private companies and non-government organisations to deliver major projects, to improve the performance of policies and to support the roll-out of major programmes.

### Solution

Microsoft's Dynamics NAV & MetaBuild

### Benefits

- Improved control over major projects
- Ability to monitor costs throughout projects
- Improved internal processes
- Ability to target more profitable contracts

One result of the growing gap between what Opera offered and what they required was the increased use of spreadsheets. For example, all their project consultants' timesheets were run on Excel.

The main objective of implementing a new solution was for ITAD to become more profitable. They also wanted better analysis of projects and the ability to look at costs throughout the lifecycle of a project, to help avoid any nasty surprises at the end.

They needed a system that would offer them control of their projects, in particular the ability to monitor costs and analyse performance.

### Solution Deployed

Being a consultancy company, and being totally at home investigating and analysing needs, it seemed only natural for the company to carry out a study of its own requirements. That was the starting point for the evaluation – an internal scope.

With insider knowledge and their own skills in this area, the specification was a quality document that made the search for the right system much easier.

From the scoping exercise, they built a wish list of requirements and used this to compare to the function offered by the products that they chose to evaluate.

The options they looked at in detail included the incumbent, offering the latest version of OPERA as an upgrade, a completely bespoke system that would be written specifically for them, Sun Systems (which was being used by their German partner) and three Microsoft Dynamics NAV resellers.

The company were impressed by both the function offered by NAV and the knowledge shown by their chosen reseller, Metaphorix.

### Why NAV?

They chose NAV because of its ability to deliver the project costing and analysis they needed. In particular, NAV offered the ability to use dimensions to analyse costs.

ITAD soon realised that, with NAV, they could build data cubes that would offer them the ability to drill down through the data, analysing it in more detail than was ever previously possible using OPERA.

### Why Metaphorix?

Metaphorix demonstrated during the evaluation that they really understood job costing.

Part of the demonstration process involved Metaphorix showing the industry-specific project software variant, MetaBuild.

This used NAV as its backbone but offered additional function that was important to companies that had to monitor and control complex projects.

There was also evidence of Metaphorix's ability to deliver for companies like them. Another Metaphorix user in a very similar sector, with requirements close to their own, had successfully implemented MetaBuild and was happy to offer a reference.

As well as installing the NAV core software, the company added the MetaBuild project software, Miracle payroll and the Microsoft Fixed Assets granule.

### Benefits Achieved

The project went well, with the Project Manager from Metaphorix, Jane Chambers, working closely with Sarah Ockenden, ITAD's Financial Controller.

The main aim of the project, to offer the management at ITAD the ability to monitor project progress and to see the costs associated with it so that sensible business decisions could be made, was completely met by the MetaBuild software.

Today, the company can quickly pick up overspending in a project, making it possible to adjust the way they are handling its delivery whilst it is still in progress.

This is much better than the previous situation where they had to wait until the end to find out how much profit they had made.

MetaBuild has made it easier for the management to see where profit comes from in projects. This in turn has allowed them to build a marketing plan that helps them win more business of the type they need to boost their margins.

Since installing MetaBuild and Dynamics NAV, ITAD have been able to look at the work processes of the whole organisation. They can now identify the bottlenecks in project delivery, defining their optimum processes and then making the relevant changes to the way they work to the benefit of the whole company.

ITAD knew that, if they wanted to become more profitable, they had to make changes to the way they did business. That change of operation needed the support of a new business system that could deliver the control they needed over the major projects they are involved in across the world.

MetaBuild delivered that control, helping them to become more effective and more profitable.

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**