



## case study

### Fire protection company gives Dynamics NAV a new lease of life

*“The business was growing dramatically and had outgrown its initial implementation of the Dynamics NAV ERP system.*

*We were also a bit disillusioned with our support partner.*

*We were looking for a partner that could help us get the most from the software, streamline our processes and produce a robust and reliable environment.”*

**Paul Logie**  
Financial Controller  
Tyco Fire Suppression & Building Products

As a Dynamics NAV user for several years, Tyco Fire Suppression & Building Products (Great Yarmouth Operation) were unhappy that the solution wasn't supporting the business in the way they had hoped.

They changed their Microsoft support agent, upgraded and re-implemented the NAV software – and achieved the type of quality installation that their users needed.

#### The Company

Tyco Fire Suppression & Building Products (Great Yarmouth Operation) is a division of the Tyco Group. The division operates under the trading name, Macron.

The company designs and manufactures fire suppression products for customers all around the world, operating out of combined office and factory facilities in Great Yarmouth, Norfolk, England.

Macron works through nominated distributors to deliver high quality, effective fire protection solutions which protect people, places and processes.

They are a world leader in the design and manufacture of specialist fire protection and suppression products.

The Dynamics NAV system in Tyco in Great Yarmouth is hosted by another Tyco company based in Cork, Ireland.

#### Products

The Macron range of products includes:

- Fire extinguishers
- Foam agent concentrates
- Foam equipment

- Layflat hoses
- Dry riser equipment
- Trailers
- PPV (Positive Pressure Ventilators)

#### Quality excellence

As an ISO:9000:2000 approved company, Tyco Fire Suppression & Building Products is renowned for its high quality and service excellence.

It is committed to the continual drive to improving its own performance and furthering that of the fire protection industry.

#### The Challenge

Tyco Fire Suppression & Building Products were already using Dynamics NAV when they moved their support contract to Metaphorix.

The initial implementation of Dynamics NAV was carried out by a different Microsoft reseller.

They had taken Tyco Fire Suppression & Building Products down the route of modifying the system to suit every nuance of their business without examining the need for the changes.

# case study

The result was a system that was heavily customised, making it unreliable and unstable.

The move away from the standard version of NAV also meant that the system was hard to support.

In everyday terms, this meant that some things simply didn't work the way Tyco Fire Suppression & Building Products wanted them to.

They had accurate costs and figures, but it was difficult to get the data out. There were also issues with the integration of the financial and operational data.

The company felt that many of their problems could be solved by a move back to a more vanilla version of NAV.

They agreed with Metaphorix that they would upgrade to the latest version of Dynamics NAV and re-implement with a simpler unmodified version.

Paul Logie, Financial Controller of Tyco Fire Suppression & Building Products, realised how important it was that they stabilise their installation of Dynamics NAV.

There was a lot of 'noise' within the Tyco Group about the inadequacies of their old NAV implementation so they had to do something.

## The Solution

Looking at a major re-implementation of the software on the back of an upgrade was almost as big a project as the initial implementation.

To make sure they got it right, Tyco Fire Suppression & Building Products formed a project team to manage the installation.

The team looked at re-engineering and process simplification to enable NAV to be installed as a standard solution, moving away from their existing customisations.

The preparation work they did was very important in achieving their objectives.

The team looked at their data to make sure it was as clean as it could be before moving it to the new version.

They made sure they allowed access to the old system for the history of data so that they didn't need to bring all the old data over.

## CLIENT PROFILE



Fire protection and suppression product specialist, Macron, had implemented Dynamics NAV in a complex and unstable environment that included a number of modifications.

Having used the system in its modified form, they realised they would be better served by a re-implementation of NAV in a vanilla style, without the complicated changes originally installed. They turned to Metaphorix to help and support them through this process.

**Solution:** Microsoft Dynamics NAV

## Benefits

- Single, integrated system for entire company.
- Reduction in manual processes.
- Saving on staffing costs.
- Support for their complex payment process – applications and retentions.

Then they wrote new procedures and validated them against the actual processes in use.

Super users of the system wrote all the processes and this gave them the knowledge they needed to carry out user training when the time came.

This was hard work, but it paid dividends as the re-implementation went well.

The choice of Metaphorix to help them make the move was based on previous experience.

Metaphorix had previously done some good work for a member of the team at Tyco Fire Suppression & Building Products.

Today, the system has been extended beyond standard Dynamics NAV to include the reporting tool, Business Objects, and Zetadocs document management.

In addition, a few reports are produced using the Dynamics NAV add-on, JET Reports.

From the kick-off meeting held to start the project to actually going live took 5 months.

They finally went live on the upgraded system on 1 March 2008. Paul Logie was happy with the result.

He had been involved in several software implementation projects in the past and he felt that this one was as good a project as he had seen.

## The Benefits

As part of the re-implementation of Dynamics NAV, Metaphorix helped the company to deal with the issues they had with the original, heavily customised installation.

After a two-month settling in period, where the staff got used to the new processes and the way that NAV now worked, the software was accepted as being stable, reliable and meeting all of their expectations.

Since mid-2008 the new solution has been in place and it has remained solid and robust – just what they had intended when they started the upgrade project.

Metaphorix's project manager was singled out as a big influence on the success of the project. The company felt that the Metaphorix team supported them well throughout the project.

After a difficult period using the first iteration of their Dynamics NAV solution, and a huge effort to upgrade to a new and more relevant version of the software, the team at Tyco Fire Suppression & Building Products now feel they are finally in control of their own destiny.

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