



## case study

### Vending company dispenses with old system for Dynamics NAV

*“Metaphorix seem to understand our business issues as well as we do.*

*They're always ready to discuss the challenges we face and, as we plan for the future, we're sure that they, together with the Dynamics NAV software, will be able to support us for a long time to come.”*

**Mick Goodwin**  
Database Manager  
N&W Global Vending

Established in 2000, today N&W Global Vending is an internationally acclaimed vending machine manufacturer. From machine design and development to manufacture and distribution, they deliver unrivalled service, backed by a wealth of expertise and a highly skilled workforce.

Looking to improve the way their systems supported their growing business, they turned to Metaphorix and Microsoft Dynamics NAV.

#### The Company

N&W Global Vending (N&W) provides innovative solutions for the vending industry, offering customers a complete range of products and services spanning all aspects of vending.

Their products include hot and cold beverages, snacks and foods plus cans and bottles.

In addition, they provide a full range of services including the latest technical and business support.

N&W has sales and after-sales offices in Argentina, Austria, Brazil, China, Denmark, France, Germany, Italy, Poland, Spain and the UK.

It also operates in more than 80 countries worldwide through a network of carefully selected distributors.

Necta and Wittenborg are their well-known brand names – each offering something different to the market.

Necta offers predominantly espresso machines, whilst Wittenborg is famous for freshbrew, high-quality products.

The UK operation, in Bilston in the West Midlands, offers trade customers a range of services including machine supply, customisation, technical support, training and spares.

#### The Challenge

N&W found their existing system was starting to show signs of age – it no longer supported the business or the processes they now operated in their rapidly growing organisation.

A decision was taken to look at getting more out of the system starting with a possible upgrade to their existing software.

However, the current system didn't offer an appropriate upgrade path and there were other issues with the lack of functionality in the system and the level of support offered by the supplier.

All these issues began to point N&W towards widening their search for a new solution.

The upgrade path and the future development of the product was a real concern. Added to that was the fact that support from the supplier was poor.

Another issue was the fact that the reporting available from the system was poor – for example, there was no easy way to access accurate and timely cost details.

The fact that the system did not really fit N&W's processes meant that many of the jobs the users had to do involved manual work or long, drawn out processes in the system.

The company decided to look at other solutions.

## The Solution

Before going out into the market, N&W realised that they needed to understand their own needs so they could match them to the function offered by any new solution.

The team drew up a scoping document that defined all the areas that the new system would have to address for them.

Then they built a wish list of things that were essential or desirable in each of the main areas of function.

Part of this process was asking the staff themselves what they felt was wrong with the system and asking how they would solve the issues they faced.

This process armed them with a tick list that they could use to judge any potential new system.

One of the systems they looked at was Dynamics NAV (Navision) from Microsoft. It was being put forward by local West Midlands based supplier, Metaphorix.

As the evaluation proceeded Metaphorix were able to show how they understood N&W's business model.

## CLIENT PROFILE

When their existing system stop delivering the support they needed to run their growing business, vending products specialist, N&W, looked for a new solution.

They found the flexibility and power they needed in Microsoft Dynamics NAV.

**Solution:** Microsoft Dynamics NAV

## Benefits

- Improved reporting.
- Reduction in manual processes.
- Saving staff time.
- Strong support from Metaphorix.

Most importantly, they were able to demonstrate how they could help them to realise their ambitions for the system using the power in Dynamics NAV.

In addition, the relationship between the company and Metaphorix began to grow.

Metaphorix showed that they shared the same customer service values as N&W, that they were adaptable to a customer's needs.

Metaphorix took the time to find out more about N&W and to understand how their business processes worked.

By taking this approach, Metaphorix were able to give the company confidence in their ability to implement successfully.

## The Benefits

The new system offers the company a number of important benefits.

The system is now mapped much more closely onto the actual processes in use in the company.

This, in turn, means that many manual tasks have been automated, making them faster and more efficient.

The system has helped to free up the time of key personnel to do other, more important tasks for the business.

Instead of wrestling with the limitations imposed on their jobs by the old software, they are using the system to make their life easier.

The reporting is much improved. N&W can now get the information they need to make key decisions they face inside the business.

Today, they have a system that works the way they do and supports them in their increasingly busy jobs.

The relationship with Metaphorix has developed into a strong one, with the support desk offering fast responses to all their queries.

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)**

