



case study

Examination body gives top marks to Dynamics NAV from Metaphorix



“The Metaphorix team make us feel that there is no such thing as a stupid question – nothing seems too much trouble. I have not met anyone at Metaphorix that I don’t rate highly.

The responses we get to our queries to the Help Desk are quick and helpful – support is so crucial to making sure we operate properly and the only way to describe the support offered by the team at Metaphorix is ‘excellent’.”

Peter Ryan
Finance & Administration Manager
NEBOSH

NEBOSH (The National Examination Board in Occupational Safety and Health) was formed in 1979 as an independent examining board and awarding body with charitable status.

When their Sage Line 50 software could no longer support their growth plans, they wanted a system that could offer them a number of key improvements. They turned to Metaphorix for a Dynamics NAV solution that passed their test with flying colours.

The Company

NEBOSH offers a comprehensive range of globally recognised, vocationally related qualifications designed to meet the health, safety, environmental and risk management needs of all places of work in both the private and public sectors.

Courses leading to NEBOSH qualifications attract around 30,000 candidates annually and are offered by over 400 course providers in 80 countries around the world.

Their qualifications are recognised by the relevant professional membership bodies including the Institution of Occupational Safety and Health (IOSH), the International Institute of Risk and Safety Management (IIRSM) and the Institute of Environmental Management and Assessment (IEMA).

NEBOSH examinations and assessments are set by its professionally qualified staff assisted by external examiners – most of whom are Chartered Safety and Health Practitioners operating within industry, the public sector or in enforcement.

In October 2000, NEBOSH became the first health and safety awarding body to be accredited by the UK regulatory authorities: The Office of the Qualifications and Examinations Regulator (Ofqual).

From August 2009, NEBOSH also received Awarding Body approval with the Scottish Qualifications Authority (SQA) in Scotland.

In addition, NEBOSH maintains Investors in People (IIP) status and is also an ISO 9001:2008 registered organisation.

While the UK economy in general saw a downturn in 2008/09, NEBOSH saw growth in candidate registrations of more than 10% and an increase in income of 19.8%.

Their strongest areas of growth came from developing overseas markets.

Candidates from outside of the UK now account for more than 25% of all examination registrations, with the Middle East being a particularly important market for NEBOSH qualifications.

The Challenge

The existing system was Sage Line 50. As NEBOSH grew in size and sophistication, the company found that it no longer supported their business processes.

In particular, they struggled to get any analysis out of the system. Staff found the system wasn't user-friendly and was often a hindrance rather than a help.

Some functions they wanted to carry out simply weren't available with Sage.

They needed to code their income so that they could analyse it later. NEBOSH wanted to know where their business came from and what patterns of growth they were experiencing.

They needed to show income at both a product level and 'sitting level' – their big awards have four standard 'sittings' – and be able to understand the profitability at these levels.

This push for much better analysis and reporting from the system, driven by the fact that NEBOSH's business had changed and grown, meant that they needed a system that would keep up with their new processes and practices.

The search began for a new system in late 2007.

The Solution

Peter Ryan, Finance and Administration Manager at NEBOSH, went out and looked at a number of different products as part of the evaluation process.

As they were the incumbent, he asked Sage if they could show him something that would help improve his current solution. They offered him an upgrade to Sage Line 100.

Peter also saw Access, Pegasus and Dynamics NAV.

After a series of discussions and demonstrations, the decision came down to two products that the team felt could do a good job for the organisation – Access and Dynamics NAV.

The choice was a tough one and a number of factors entered into their thinking. One issue was the financial stability of the software supplier.

CLIENT PROFILE

When it comes to delivering high-quality examinations, NEBOSH are at the top of their class.

They needed a solution that would support them in their growth whilst maintaining their tremendous service ethic. They found it in Dynamics NAV.

Solution: Microsoft Dynamics NAV

Benefits

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



NEBOSH had been stung before when one of their affiliates were left exposed when the software company supplying their solution went bust.

They felt that by adopting a Microsoft product they would always have the support they needed and that Microsoft was in the software market for the long term.

NEBOSH also used a support company for their hardware needs, Acutec, who recommended Metaphorix as they had worked with the Microsoft supplier before and knew they could do a good job.

The final element was the development of the relationship between the team at NEBOSH and the people at Metaphorix.

Everyone they met from Metaphorix seemed to want to understand the company's needs and were happy to help.

When starting out on a project of this type, it helps to form a partnership early in the process. The staff at NEBOSH felt that the Metaphorix people were so friendly and helpful that forming this important partnership would be easy.

The decision to go Dynamics NAV with Metaphorix was taken in early 2008 and the system went live on 1 April.

It was a 'clean' install of standard NAV that went in very smoothly.

Approximately six months later they had an Excel feature added where the examiners' expenses and fees for attendance were data uploaded.

Peter feels that this dataport feature is a great addition and that emphasising it more in the sales process would help to convince buyers to install NAV.

The Benefits

The benefits of installing Dynamics NAV have been extremely valuable to NEBOSH.

The Excel data load of examiners' expenses has offered them real labour and time savings – improving accuracy and freeing people up to do other things.

The ability to email statements and invoices automatically, directly out of Dynamics NAV has helped considerably in reducing costs and improving credit control in the organisation.

They now get the financial reporting they need to help understand their business, their growth patterns and where best to invest their time and effort.

Working with Metaphorix has also been a big plus for them.

According to Peter, the Metaphorix project manager was excellent and he is very impressed with the service offered by the Help Desk.

Peter feels that the support team are very direct with their responses and explain things simply and clearly – which is the way he likes to work.

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