



case study

Dynamics NAV helps network specialist make the right connections

“Our first partner was very poor and we needed someone that understood our business and was expert in NAV.”

Metaphorix provided the support we were looking for and we're happy we made the move.”

Chris Stevens
Operations Director
Scalable Communications

Scalable Communications are experts in the communications field. They review the communications infrastructure of larger organisations, then make recommendations on how to increase productivity and reduce costs.

They do this by exploiting the latest technologies and consolidating supplier relationships and bills to a single point of contact.

The Company

Scalable Communications was started in 1997 by Simon Brown (current MD) and Debbie Brown (Technical Director).

The company employs 52 people and boast some blue-chip names amongst its customer list including B&Q, Royal Society of Medicine and Cambridgeshire County Council.

Scalable Communications' approach to providing solutions is embodied in three words – Converge, Unify and Secure.

Converge

Scalable Communications helps 'Converge' the IT infrastructure of their clients to bring improved communications and cost savings.

They are experts in bringing voice, data and video together across a single, integrated and secure infrastructure.

They are also experts in bringing wired and wireless networking together, over the same infrastructure.

With a converged infrastructure, clients gain from improved communications and save on operational costs.

Convergence also applies to the bills a company receives for each element of their communication infrastructure.

Scalable Communications converge fixed and mobile communications suppliers and bills, proposing an alternative approach that will save money and time.

Unify

Scalable helps to 'unify' a client's communications to bring significantly increased productivity.

Unified communications integrates disparate methods of communications in such a way as to reduce 'human latency' in business processes.

Employees, customers and business partners can communicate more effectively, wherever they may be, with significant improvements to productivity.

Unified communications encompasses voice, email, instant messaging, presence, fax, audio and web conferencing, video conferencing, unified messaging and voicemail.

It offers users a simpler, more complete and effective experience.

Secure

Scalable Communications helps 'Secure' a company's communications to protect assets and maintain competitive edge.

They address the numerous security threats that exist, many of which aren't obvious, especially the ones that come from within the client's own environment.

Their solutions include technologies such as firewalling, Intrusion Detection and Prevention (IDP) and Network Access Control (NAC).

The Challenge

The existing system in place until 2000 was QuickBooks. Though it was good at supporting the accounts function it struggled when it came to stock control – plus, it had no CRM functionality.

The company decided to start looking for a new solution in late 1999. They quickly decided to go with Dynamics NAV.

The Solution

The selection process involved them making up a short list of solutions they felt could do the job.

Those short-listed included Microsoft Dynamics AX (Axapta), Microsoft Dynamics NAV (Navision) & Access.

A mini scope was generated internally and sent out to the three vendors.

The main criterion was that the solution had to be able to deliver them a standard operational system.

Having made the decision to buy NAV, they chose another reseller, Qubus, to install it. The solution was then supported by Aston, a solution centre in Hampshire.

It soon became clear that Aston offered a poor support service and lacked the level of knowledge about Dynamics NAV that was essential to offering Scalable the advice and guidance they needed.

When Aston was bought out, things just got worse – Scalable felt like a small cog in a big wheel.

They decided to find a new reseller to support them going forward and Metaphorix seemed to be a good option with the right level of NAV expertise.

CLIENT PROFILE

As network and infrastructure specialists, Scalable Communications are expert in managing other people's systems.

To help them manage their own, they turned to Dynamics NAV. Dissatisfied with their original vendor, they approached Metaphorix to provide the right level of service.

Solution: Microsoft Dynamics NAV

Benefits

- Single, integrated system for entire company.
- Reduction in manual processes.
- Saving on staffing costs.
- Superb support for their complex and growing business.



They also did a good job managing an initial piece of work they were offered by Scalable – installing an upgrade from Attain V.2.6 to 3.1, bringing across some custom developments and writing some bespoke reports.

In addition, Scalable were also looking for hardware, which Metaphorix could provide as part of their overall support service.

Another dimension was Scalable's interest in the CRM elements in Dynamics NAV, which Metaphorix demonstrated along with their own in-house enhancements.

In 2003 Metaphorix took over Scalable's support contract and upgraded them to NAV 3.1.

In 2004, the Sales and CRM elements of the solution were brought into their NAV installation.

Today, the company has moved to install 'Salesforce' CRM alongside NAV – the MD being a big fan of Salesforce, from using it in a previous company, was the trigger for this switch away from NAV CRM.

The Benefits

A number of benefits have flowed from the installation of the Dynamics NAV solution.

The main benefit from NAV is the introduction of a single, integrated system for the company.

The knock-on effect of this has been a reduction in the number of manual processes in the business operation, resulting in a saving on staff costs.

Chris Stevens, Scalable's Operations Director, says Dynamics NAV has proved to be brilliant at drilling down through the financial data.

This function within NAV offers users a very close insight into what is happening in the business in every area.

The product also has a very good table structure, which impressed the Scalable support desk manager.

Working with Metaphorix has also turned out well.

Chris has formed a very strong working relationship with his project manager at Metaphorix and believes that he offers a tremendous service to him.

That said, Chris would now like to see this relationship shared amongst others in the Metaphorix team.

However, this one issue aside, Chris is extremely happy with the service and support he gets from Metaphorix.

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