



## case study

### Dynamics NAV solution keeps rail contractor on the right track

*“The nice thing is that Dynamics NAV has the capability to offer flexibility and scalability, which allows us to choose when to extend the functionality of the solution to other areas within our business.”*

**David Straw**  
Finance Director  
ServiGroup

Servirail, a major contractor to the rail network in the UK, was struggling to manage their business using the existing Sage Line 50 software installed. Their processes were rapidly outstripping the system’s ability to support them.

Turning to Microsoft’s Dynamics NAV solution, they achieved real savings, whilst improving the reporting available to users at all levels.

#### The Company

Established in 1994, Servirail, part of the ServiGroup group of companies, has a turnover of over £30M and employs over 200 people.

ServiRail is a national railway contractor specialising in railway signalling, telecommunications and civil engineering.

They are also one of the primary suppliers to Network Rail.

The stock market-listed Mouchel Parkman bought ServiGroup in 2005 to increase its exposure to the railway industry.

Mouchel provides consulting and business services to a largely public sector customer base in the UK and overseas.

Mouchel plans, designs, constructs, maintains and operates the physical and administrative infrastructure that underpins modern society.

They manage infrastructure ranging from roads and railways, through water and energy, to local government property, schools and back-office support functions.

Services offered by the Servirail division include civil and structural engineering, customer information systems, permanent way design and feasibility work.

The railway-specific services they provide include structures examination and assessment, rail freight consultancy, rail property asset management, rolling-stock and train systems consultancy, rail signalling and telecommunications and strategic asset management.

#### The Challenge

In this highly competitive market, ServiRail had outgrown its existing financial accounting solution – Sage Line 50.

They were finding that they couldn't capture project costs efficiently and effectively, particularly with the large number of projects they undertake at one time.

ServiRail realised that they needed a modern, scalable, financial accounting solution that also had the capability to manage project costs effectively.

The current system was adequate but the belief in the information provided was beginning to wane.

# case study

## The Solution

ServiRail scanned the market for suitable solutions, short-listing down from the ten mid-range systems initially reviewed, to four strong finalists.

These solutions were all chosen for the vertical experience and fit they had within this industry.

Dean Stoutt, Financial Application Consultant for Servirail, said:

*“Servirail didn't just need a financial accounting system, they needed a real business solution.”*

The eventual winner was Microsoft Dynamics NAV and the MetaBuild system provided by Top 10 UK Microsoft Partner, Metaphorix.

Dynamics NAV was chosen for several key reasons.

- ServiRail had committed a significant amount of investment in their internal Microsoft infrastructure and Dynamics NAV would utilise this to best effect.
- Dynamics NAV was functionally very rich and would act as a superb base for the whole implementation.
- Microsoft showed that they were committed to the future development of the product set and had exciting plans for the future.
- Metaphorix showed they had the right level of experience in their market.
- Metaphorix demonstrated their commitment to their industry specific product.
- Metaphorix showed a high level of knowledge of the Dynamics NAV product.
- Metaphorix staff proved they had considerable skill in handling projects.
- Metaphorix offered a fixed price contract so that ServiRail could manage their costs throughout the project and in the future.

MetaBuild is the industry-specific solution for home builders, civil engineers and construction companies of all kinds.

Built around the power of Microsoft's Dynamics NAV package, MetaBuild offers superb core functionality, married to the latest technology and enhanced to address the specific needs of builders.

## CLIENT PROFILE — Servirail



Part of the Mouchel Group, Servirail is a major player in rail infrastructure development and maintenance in the UK. A main contractor to Network Rail, Servirail has an annual turnover of around £30m.

### Solution

Microsoft Dynamics NAV and the Metaphorix supplied building industry package, MetaBuild, deliver the specialist function that the company needs to control its complex mix of projects.

### Benefits

- Views can be customised by the user to their own specification.
- Allows Quantity Surveyors to manage and authorise purchase orders remotely, saving time and duplication of effort.
- Overall - better visibility across the whole business, allowing better informed decisions.
- Ability to view project information from different users' perspectives.

Designed with the help of users in the building sector, MetaBuild helps to run the business more effectively by working the way you do, mapping onto your business processes.

MetaBuild reduces the workload on users, makes them more efficient and reduces cost throughout the business.

### The Benefits

Servirail has identified several key areas where the system has offered them major value by helping them improve their business management and reporting.

The core financial accounting solution is very strong and the ability to 'slice and dice' data to provide management and project information is invaluable.

The ability to view project information from different users' perspectives is something they didn't have with the old Sage system and is now something they can't do without.

It helps them to provide different views of data for the Financial Director, Quantity Surveyors and Project Director.

Also the ability to drill down and look at information in detail is proving very useful for Servirail.

The ability for the Quantity Surveyors to manage and authorise their purchase orders remotely, saves a great deal of time and duplication of effort.

The system is highly flexible and they like the way that views can be customised by the user to their own specification.

Servirail also like the fact that more detailed changes can be made by Metaphorix and released via email so they can be integrated seamlessly.

Overall, the new system provides ServiRail with better visibility across the whole business, allowing them to make more informed decisions in a timely fashion.

Dean Stoutt is impressed:

*“The support from Metaphorix has been excellent. We're constantly kept abreast of the status of our support calls. This is particularly important when implementing a new system, as you can see trends appearing and areas where further training could be required.”*

For more information about our products and services, please call: **01675 432400**, email us at: [sales@metaphorix.co.uk](mailto:sales@metaphorix.co.uk) or visit our website: [www.metaphorix.co.uk](http://www.metaphorix.co.uk)

## Metaphorix

 Microsoft Dynamics NAV