

## CASE STUDY *eircom* business systems MICROSOFT DYNAMICS™ NAV

### BACKGROUND

**eircom business systems** has replaced a mix of unintegrated systems with Microsoft Dynamics™ NAV enterprise business solution for 50 users across 16 sites in Ireland. The system was purchased through Sysco Software Solutions, Microsoft Gold Certified Partner for the sale, implementation and support. **eircom business systems** is Ireland's largest provider of telephone systems, call centre and recording solutions and related equipment to businesses and government organisations. The company employs some 215 staff at its Dublin head office and across Ireland. Originally established 19 years ago, it is a division of eircom Ltd.

### WHY MICROSOFT DYNAMICS™ NAV

Previously using very fragmented DOS-based financial systems, which caused numerous problems, such as duplication of administrative functions and poor quality of management information, **eircom business systems** decided to look for a completely integrated solution.

"We looked at a number of integrated solutions, including our group system SAP but it was too complex for our requirements," says Shay Brennan, IT Manager, **eircom business systems**. "We then focused on mid-range solutions, including Microsoft Dynamics™ NAV, which is used by one of our sister companies (from Sysco also), LAN Communications, Ireland's leading LAN/WAN solutions provider.

"We opted for Microsoft Dynamics™ NAV for a number of reasons. Firstly, it had a comprehensive set of integrated applications that would handle our business processes without much modification. Secondly, we have a complex business in that we just don't sell equipment, we install it and provide after-sales support services as part of an overall communications solution. Microsoft Dynamics™ NAV enables us to automate all of this process, from quotation to commissioning of the solution and subsequent maintenance and service control, cutting out a lot of paperwork and bottlenecks. Additionally, Sysco's ability to quickly customise and tune Microsoft Dynamics™ NAV to our specific requirements was a major selling point. Brennan also points out that Microsoft Dynamics™ NAV's Windows compatibility was important, as it would ease the learning curve for staff, resulting in an easy transition from the old DOS systems to Microsoft Dynamics™ NAV. Additionally, it would be easy to transport data into Excel for analysis and production of ad-hoc user reports.

### IMPLEMENTATION

**eircom business systems** went 'live' with Microsoft Dynamics™ NAV very quickly just two months after signing the contract with Sysco. The software is installed on a Windows NT server at eircom business systems head office with access to users across 15 sites in Ireland via WAN and Citrix Metaframe links, plus additional users working remotely.

"We are already achieving a number of significant benefits from Microsoft Dynamics™ NAV, the key one being the reduction in administration and support costs," says Brennan. "Microsoft Dynamics™ NAV has enabled us to reduce our order cycle time, as it gives us far more visibility and control. We have managed to reduce the amount we've tied up in working capital, particularly around work in progress. Our sales people can now input their own orders into the system and produce complete and consistent quotation packs rather than passing them manually to sales administration. Our pricing and margin control has been improved and there are fewer errors in the order process. Therefore, it's much faster getting something from order to actually getting the equipment scheduled for despatch or installation. CRM deployment has also made our whole sales funnel transparent and more responsive." Brennan adds that the service side has also been improved, as Microsoft Dynamics™ NAV provides the ability to get all the component parts for a job to a site at the right time, which was difficult with the previous system. The deployment of maintenance control and repetitive billing on Microsoft Dynamics™ NAV has brought an additional major company function onto the core ERP solution. Reporting is far better too.

He is also impressed with Sysco. "The company is very responsive and the consultants working on our project did an outstanding job, making a lot of progress in an extremely short timeframe to meet the planned 'go-live' date. It is also very satisfying to have our services provided by people with a positive 'can-do' attitude."