

Lagan Tile

**MICROSOFT
BUSINESS SOLUTIONS
NAV**

LAGAN TILE HAS BEEN PRODUCING CONCRETE ROOF TILES FOR MORE THAN 12 YEARS AS PART OF THE LAGAN CEMENT GROUP. THE COMPANY SUPPLIES TILES THE LENGTH AND BREADTH OF IRELAND AND ENGLAND FROM THEIR PURPOSE BUILT FACILITY IN LISBURN.

Lagan Tile undertook a detailed review of the business including the accounting and business management software resulting in the selection of Microsoft Business Solutions Navision (NAV). The system covers, Financials, Order Processing, Production, Logistics Scheduling, Haulage Self Billing, Stock all resulting in improved efficiency. 'NAV has supported our growth without the need for additional administrative staff and allowed for flexibility in terms of future developments such as mobile sales integration. NAV is a more detailed and accurate Management Information System that facilitates management decisions and significantly reduces the amount of paper being generated' commented Linda Fisher.



Andrea Houston and Candy Yau

Management, taking advantage of NAV's flexibility, decided to streamline customer service by sharing customer information with their sales team in the field. Making them an integral part of the administrative system ensuring that they are always up to date and hence can give the customer up to date feedback on orders, quotes etc.

The sales process has always involved three stages, quotation, blanket order and call off. The salesperson can now create any of these on the mobile phone and send them to NAV. There is also a useful facility to edit quotes and blanket orders prior to final processing, including adding or removing products and/or price amendments. Each transmission from the mobile appears in a queue within NAV and is processed as soon as received by the



Andrea Houston, Lagan Tile, Ian Topping, Sysco, Philip Quinn, Lagan Tile



administrative staff, involving nothing more than a click of a mouse. At this point the quote/blanket order/ call off is now live information available to all relevant personnel. Quotations have been recorded, hard copies can be printed if necessary and sales team activity can be monitored. Blanket orders have been added to the current order book facilitating production planning, pricing information and shipping details on NAV, ready for future deliveries. Call Offs show reductions in the quantities remaining on the blanket orders reflecting demand on stock availability. Dispatch is able to arrange for the orders to be prepared, organise the necessary transport and confirm delivery time. The benefits to Lagan Tile to date have been less manual input from administrative staff, more up-to-date information, accountability of the sales people and a reduction in the quantity of paper generated. 'Our customers are benefiting from up-to-date information provided by the sales reps, and our internal admin personnel receive less enquiries from the reps and customers' states Linda.

For more information about Microsoft Business Solutions NAV and Sysco Software Solutions, visit www.sysco-software.com

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