



NAV

Microsoft
Dynamics

Custom Kitchen Design & Manufacture

Using Microsoft Dynamics NAV to deliver significant productivity improvements with an industry-tailored solution

The solution provided by Mercurius really addressed some of the unique challenges the customer faces in their industry. They got tangible improvements in the process of product customisation allowing them to offer their bespoke service more quickly and with less overhead.

Anil Jethra, Solution Architect



Our Client

The business is a specialist in bespoke kitchens and makeovers, priding themselves on a high quality, professional and tailored service.

This relies on being able to design and configure a bespoke solution for each customer quickly and reliably and then delivering it on time, in full.

Industry Solution

We've worked for more than 10 years in Manufacturing and have a deep understanding of Variant Configuration from the simplest of products through to complex Engineer To Order solutions for capital equipment.

Using this knowledge and expertise we've built a solution addressing the key challenges in this industry.

THE CHALLENGE

A shared ERP system that didn't offer the ability to tailor products to customer requirements.

This prevented the business from offering a high quality and bespoke service to its customers without significant amounts of work outside the system. This meant additional efforts, costs and related problems during execution.

THE SOLUTION

By using an industry solution built on NAV, the business was able to address these key challenges with improvements across the whole enterprise.

Manual processes and shared systems were all mapped into and directly replaced using MS Dynamics NAV.

THE RESULTS

A complete solution encompassing all business transactions- sales, purchase, logistics and finance- all aligned to Industry demands.

Users can now work on a single system which provides all the information they require in one place, without the need to use stand-alone spreadsheets to manually create bespoke orders based on customer requirements; improving end to end business processes and increasing overall organisational productivity.

With easy access to their key transactions and information, users can now respond to customer demands much more quickly, leading to a better service and increased customer satisfaction.

BENEFITS

- ✓ More effective front and back office processes
- ✓ Integrated configuration from point of order to dispatch
- ✓ A more tailored customer service with improved satisfaction levels
- ✓ Reduced overall costs and higher margins





OVERVIEW

As a supplier of high-quality bespoke kitchens, the business needed an integrated solution which addressed not only the day-to-day requirements of any manufacturing business but more importantly the specialist requirement to fulfil the configuration demands.

Historically, the business prepared unique orders using a range of spreadsheets and product information look-ups. This required a significant amount of additional business overhead to maintain the master versions as well as prepare each unique order for the customer.

The impact on their business was extended timescales to prepare production documentation, extra resources needed to maintain the source information and also costs associated with errors and omissions- all combining in unnecessary costs of poor quality.

By working with Mercurius, an industry-tailored solution was implemented that focused on these specific challenges around Variant Configuration.

AN INDUSTRY SOLUTION

Using NAV offered an approach that coupled the power of a world-class Enterprise Resource Planning product with the flexibility to tailor this to the special needs of the industry in a number of areas, but especially product configuration.

The solution developed by Mercurius provides a fool-proof mechanism to ensure Product Configuration is completely accurate across the whole order, making the preparation and delivery of bespoke 'assemble-to-order' requirements much easier to achieve.

Once orders are complete the integrated approach consumes all the order bill of material items and makes all the appropriate and necessary postings in the system automatically and without user input, improving productivity and reducing errors.

Overall Key To Success

By working with Mercurius IT, the business has been able to quickly gain a cost-effective implementation which directly addresses specific industry challenges using Microsoft Dynamics NAV.

Microsoft Partner
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