



NAV

Microsoft
Dynamics

The Safe Passage Methodology

Upgrade to Dynamics NAV 2016 accessing significant new functionality with a fixed price upgrade & enhancement package

Not only did Mercurius beat our existing partner's quote by a significant margin, they did it at a fixed price- removing our commercial risk.

Nicholas Newitt, Director, Newitts & Co LTD



Our Client

Newitts.com are a leading online retailer of sports equipment and sportswear who's success is underpinned by excellence in order to delivery processes.

They needed certainty their upgrade wasn't just economic. It had to be delivered without day-to-day impact and also create business value.

Industry Solution

With a long and successful record in implementations and upgrades, across a wide range of industries, we've developed a proven and incredibly robust methodology.

Our 'Safe Passage' approach offers the confidence that a critical system can be upgraded with minimal risk and excellent value for money.

THE CHALLENGE

Newitts were keen to access the new best in class features available in Dynamics NAV 2016 in order to continue their drive for business improvement but were struggling to find an approach that was good value for money.

This was starting to impact the business, holding it back by having to remain on their legacy version and not being able to access the new capabilities of the updated product.

THE SOLUTION

Mercurius were able to offer an approach that was exceedingly cost competitive and also came at a fixed price.

In addition, we used our deep understanding of NAV to extend the capabilities of their implementation to improve a number of critical business processes, right from the go-live date.

THE RESULTS

A smooth migration for the organisation to the most recent version, with significant business improvements built in from the start; all at a very competitive price and without any problems impacting day-to-day operations.

Online retail relies on the ability to condense the order to delivery receipt duration to the absolute minimum. So, anything that can take effort and time out of these processes will result in a direct business improvement.

BENEFITS

- ✓ Replacement of the third party application with NAV
- ✓ An item measurement scanner that reads barcodes shown directly on the mobile device screen
- ✓ Put-aways in real time; reducing effort, time and errors
- ✓ A tablet device with access to NAV, replacing the legacy barcode device
- ✓ Negligible issues at go live





OVERVIEW

As part of their continuous improvement culture, Newitts were keen to keep pace with developments by using the most recent 2016 version of NAV.

The needed to take a risk-averse stance and control costs in upgrading their business critical system meant they weren't able to find an approach offering the mix of value for money and capability they needed.

AN INDUSTRY SOLUTION

Mercurius were able to offer a solution that addressed Newitts' needs in terms of having a very low-risk upgrade methodology, but also could show how we would exploit the new features of NAV 2016.

This gave Newitts a packaged upgrade and enhancement programme which created value from day one.

Managing tens of thousands of customers and orders with an order to dispatch expectation of fewer than 24 hours requires extremely well-organised warehouse and shipping processes, as well as deep integration between the front end website and back-end order and execution systems.

We could also offer tangible improvements in these 'critical to success' business areas by building on the capabilities and integration built into the most recent NAV 2016 version.

With a large number of complex customisations and integrations with 3rd party systems, especially for online sales, this was a challenging upgrade requiring a high degree of business process and technical skill.

Careful co-ordination between key business users and functional and technical team members was essential and was successfully delivered by Mercurius.

Overall Key To Success

Upgrades shouldn't only be at the press of a button. They rely on building an understanding of the business and its processes coupled with outstanding knowledge of the new system version.

Microsoft Partner
Silver Enterprise Resource Planning

GET IN TOUCH

24 Shenley Pavilions
Chalkdell Drive
Shenley Wood
Milton Keynes MK5 6LB
UNITED KINGDOM
+44 1908 508080 (Office)
+44 1908 810293 (Fax)
info@mercuriusit.com

