



NSC Global Upgrades Age-Old NAV Solution – Standardizes Processes & Controls



“Alletec has tried to accommodate our requirements at all stages of the project – in terms of functional design, resource availability & flexibility and technical support. We have been greatly impressed by the services provided and look forward to a long and mutually beneficial relationship. “

Peter Hodgson
Head - Global Business Systems
NSC Global

Highlights

NSC Global is a worldwide network integrator providing network implementation and support solutions to leading brands across 180 countries.

NSCG had been using Microsoft Dynamics NAV for its worldwide operations for close to a decade. But, the inconsistencies in the versions deployed at different locations as well as piles of erroneous customizations were a persistent pain.

It wanted to standardize the solution version all across whilst leveraging the investment already made on Dynamics NAV solution. It was therefore decided to upgrade the ageing version to NAV 2009 and also set right those customizations that were not working as envisioned.

NSCG was looking for a vendor that could undo the problems with the existing NAV solution, perform an upgrade effectively and deliver ongoing support. It evaluated several vendors for Microsoft Dynamics NAV competency, business size and value proposition. Alletec – a Microsoft Dynamics MasterVAR with more than 200 NAV engagements – was signed up, given its vast experience & proficiency in NAV implementation. Moreover, Alletec’s engagement in Microsoft Dynamics product engineering also gave NSCG the assurance that it could effectively perform the desired customizations and hot fixes.

Business Situation

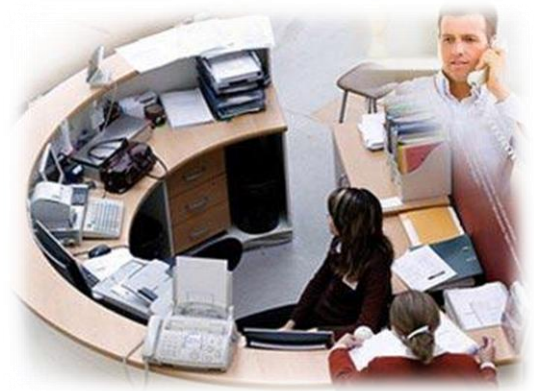
- NSCG was using Microsoft Dynamics NAV 3.10 Classic at UK headquarters and NAV 2009 RTC at other locations. Moreover, NAV 3.10 at HQ was heavily customized yet poor performing. Additionally, there was inadequate functional & technical support from the existing partner –aggravating the situation even further.
- The processes were manually driven and process flow ambiguous. This resulted in pointless progression back & forth – deterring process efficiency. There was a critical need to establish clearly defined processes and map them to the system.
- Critical functions including deferred revenue accounting, service contract billing and process approvals were manual and tedious – with high probability of errors.

Alletec Business Solution

- After a comprehensive requirement study and system diagnosis, Alletec recommended standardization of system at all locations. This involved upgrading NAV 3.10 at UK headquarters to NAV 2009 RTC to bring it at par with other locations.
- The key functionalities implemented included Finance, Sales, Purchase, Inventory Management, Warehouse Management and Service Management.
- It also undertook to audit the various customizations incorporated in the older version. The acceptable ones were mapped to NAV 2009 intact while others were customized afresh.
- Alletec also designed and conducted a training program on NAV 2009 RTC interface for unfamiliar and averse users.
- An add-on – Email Based Approvals – was developed that enabled decision makers to respond (approve/reject) to a request directly from their inbox, without having to access NAV.
- Functional support and hot fixes for other locations were also provided remotely.

Benefits

- Process mapping established a robust system that effectively drives complex processes without any dispersion from the defined course.
- Email Based Approvals expedited process cycle by minimizing delays in approvals – also adding flexibility & convenience.
- Service Management functionality simplified deferred revenue accounting by creating invoicing schedule – improving back-end productivity.
- A uniform RTC interface across the organization increased productivity by giving role based access.



Results

- Better control with standardized solution
- Improved efficiency with system driven processes
- Enhanced process traceability with clearly defined workflow
- Higher staff readiness with RTC training