



“We have found a system that we can tailor to our business processes instead of a system to which we would have to tailor our business.

Navision provides the flexibility and reliability to meet all our production requirements; we can now manage our full process flow through the system.”

Muniza Brazier, IT and Systems Manager for the OSL Group

Owen Springs Limited needed a fundamental change in their business management software to be able to operate their business more effectively.

Managing stock control with a centralised traceable system was essential to provide the Production team with up to date information. Owen Springs engaged Profile Enterprise Solutions to perform a full business process scoping exercise followed by a tailored development and implementation of Microsoft Dynamics NAV . The solution has delivered significant improvements for all users through improved visibility and control of processes across the company. It has enabled the Production Manager to forecast capacity, availability and delivery, thus enabling better customer service through accurate order promising and delivery.

Background

Owen Springs is a multi site specialist manufacturer and repairer of automotive and locomotive springs. Owen Springs inherited a business management solution as part of an acquisition. That system lacked a great deal of functionality and flexibility meaning that two production managers and full-time stock controller were needed.

Challenge

The challenge for Owen Springs was choosing a solution that could address the issues with the existing system, hence an extensive software and partner review process. Microsoft Dynamics NAV was selected from a shortlist including SAP Business One and ANSWER.

They chose NAV because of its suitability to their business needs, its flexibility, fast implementation and return on investment. Their original system meant that they were using a paper driven production process that was unreliable and required additional headcount to administer.

**CASE STUDY:
OWEN SPRINGS LTD**

Overview

Owen Springs required a flexible, durable ERP solution to help them overcome the difficulties they had with their existing software. The major issues were poor visibility and control of stock and production, inadequate financial analysis and reporting.

Solution

Microsoft Dynamics NAV 2009
Entire project completed in 15 days.

Results

- Increased production accuracy
- Greater control of inventory
- Flexible reporting and Business Performance analysis
- Up to the minute, role relevant information for all users.

Profile’s rapid implementation capabilities ensured:

15 day implementation with minimal disruption

Fast user adoption with Microsoft Outlook integration

Immediate return on investment by eliminating the need for an increased headcount

System based production reporting and control of WIP that didn’t previously exist within the business

Solution

Owen Springs chose Profile Enterprise Solutions as their Dynamics NAV partner because they had shown a clear understanding of their organisation and their process requirements, and, more importantly, how to translate that understanding into a working business solution.

Profile Enterprise Solutions spent time with Owen's employees and management to understand in detail what was crucial for their new system. These requirements were documented, agreed and then installed with a test copy of their own data to create a working version of Dynamics NAV. This enabled the Owen Springs employees to test the working processes, to familiarise themselves with the system and to train on their own data.

As part of the install, a bespoke solution was also developed to include physical drawings of parts that are scanned into the system. This is so that when a works order is printed, it picks the drawings needed for Production from the part numbers and then prints these with the order. This unique functionality has reduced system processing time by 50% in the Production Department. It has allowed Owen Springs to combine two Production Manager roles into one and removed the need for a third-party drawings database solution.

Results

Microsoft Dynamics NAV went live at Owen Springs in June 2009 after only 15 days implementation and is used in all aspects of their business. They are now able to manage all of their processes in NAV from quote, to sale, through production and then onto dispatch. All the financial and analytical processes and the previously problematic stock transfers between branches are also all managed in NAV.

The flexibility of NAV and Profile's expertise in creating the required process flows and controls means that Owen Springs now have a streamlined production process that enables them to manage stock and production effectively. One major cost saving has been no need to increase headcount.

“The new processes have removed the need for an additional production manager and for a stock controller” Martyn Gibson

Muniza OBrazier who managed the project on behalf of Owen Springs said **“the installation was very well managed and coordinated between herself and the team at Profile who have ‘a hands-on approach’.”**

“The feedback from users has been very positive, they feel this system is more flexible and efficient and they have grasped it more quickly than expected.”

Muniza Brazier, Project Manager

“We feel it [the Microsoft NAV solution] has provided us with a real advantage over our competitors.”

Nick Naylor, MD of Owen Springs

Owen Springs would be confident in recommending Microsoft Dynamics NAV to any company thinking about purchasing a new business solution and have no doubt that it will grow with them for the future.



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