itlab

Smooth Transition to Next-Generation ERP System for Health and Beauty Manufacturers

Summary:

Clients: Three subsidiaries of DCC Health and Beauty Solutions: EuroCaps Ltd, Thompson & Capper Ltd and Laleham Health and Beauty Ltd.

DCC Health and Beauty Solutions is part of DCC Healthcare - one of four key divisions of DCC plc.

DCC plc is a leading international sales, marketing and support services group. Headquartered in Dublin, it's listed on the London Stock Exchange and is one of the FTSE 100.

Sector: Manufacturing

Company Size: The DCC group employs 10,000 people and generated revenues of £12.3 billion and an operating profit of £345 million in its financial year ended March 2017.

Key Technologies: Microsoft Dynamics NAV, Mobile NAV, Jet Reports, Zetadocs

IT Lab Services Provided: Consultancy Services, Project Management delivered by a dedicated NAV team.

Project Goal:

Scope and manage the transition to the latest version of the Microsoft Dynamics NAV Enterprise resource planning (ERP) platform across the three subsidiaries. Reimplement and tailor the ERP system to optimise usability and performance and reflect the needs of each business.

"One of the reasons for choosing IT Lab is that we wanted a partner who could help make the reimplementation of our core ERP system as painless as possible. The IT Lab team spent a lot of time upfront developing a deep understanding of our business needs and worked closely with us and our partners throughout to ensure that the implementation went smoothly and that our employees felt comfortable with the system.

Karen Leay, Deputy Managing Director - Thompson & Capper Ltd

DCC

The Client:

DCC Health and Beauty Solutions is a leader in contract services to the health and beauty sectors. Through strategic acquisition, it operates seven companies which manufacture a variety of nutritional, cosmetic and pharmaceutical products.

EuroCaps produces nutritional softgel capsules, Thompson & Capper manufactures their hard-shell equivalent, and Laleham Healthcare makes creams and liquids.
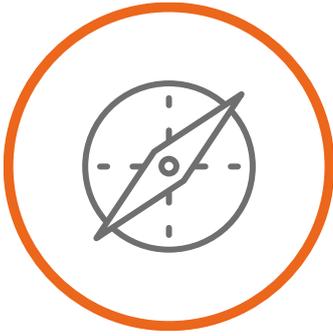
Navigate:

Defining Challenges and Opportunities

To ensure the project met the needs of the three businesses, IT Lab:

- Held on-site meetings to engage with all users and make sure their business requirements were understood and captured.
- Created detailed functional requirements documents setting out the requirements of the project and how they were to be achieved.
- Liaised with third party developers and suppliers on behalf of the group's companies to understand their integrations with NAV and confirm they understood the upgrade process.

"IT Lab delivers the functionality our clients require to grow their businesses. We've developed a proven and repeatable process to manage Microsoft Dynamics projects from conception to completion," says Kate Hutchinson, Enterprise Applications Managing Consultant at IT Lab.

"Based on the Microsoft Sure Step methodology, we provide a structured, scalable approach to implementing Dynamics so that our clients are fully supported throughout the process. We collaborate with in-house IT teams and third-party developers to keep all areas of the project on track and ensure everyone understands their roles and responsibilities."

Integrate:

Delivering Infrastructure and Applications

To make sure the system implementation ran smoothly, IT Lab:

- Delivered multiple training sessions to enable users to become accustomed to the look and feel of the system and the new processes.
- Carried out extensive design and usability testing of all key business process areas, together with the provision of user acceptance testing templates.
- Tested opening balance processes prior to go-live to check there were no discrepancies and produced a 'go-live plan' so that all key users were fully informed and prepared.

"Our experience working on Microsoft Dynamics projects across a wide range of organisations has shown us that one of the key success factors is a strong focus on training and user acceptance testing," says Hutchinson. "Our goal was to make sure that everyone was comfortable with the new system and ready for launch and that there were no unexpected hurdles."
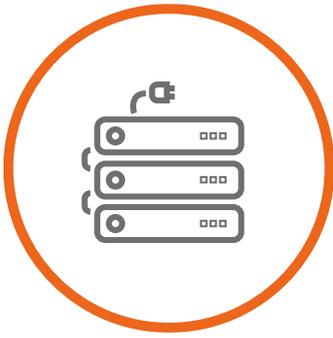
Operate:

Ensuring Optimal Performance

To help the manufacturers maximise the benefits of the transition, IT Lab:

- Implemented Mobile NAV at EuroCaps and Thompson and Capper to support the use of handheld scanners which improved real-time stock control and the delivery process.
- Customised the views in Dynamics NAV and facilitated additional functionality in the form of business process add-ons, such as Jet Reports and Zetadocs, which increased efficiencies.
- Is in the process of assisting Design Plus Health & Beauty - another company within the DCC Health and Beauty Solutions group - to migrate to Dynamics NAV.

"Whenever we assist a valued client with a solutions reimplementation we seek to maximise the business benefits. We don't just approach this a data cleansing and business process perspective; we look to identify new modules and elements that can deliver greater efficiencies," says Hutchinson. "The adoption of Jet Reports, Zetadocs and Mobile NAV has enabled these companies to hone and streamline their processes across multiple areas."

"The go-live process was much less stressful than we imagined. Kate and her team worked closely with our other partners to ensure that everything was in place and that our users knew what to expect and how to get maximum benefit out of the system."

Adrian Williams, Managing Director - EuroCaps Ltd