

Ardent fire protection systems



Visit Ardent's website, [click here](#).

Ardent specialises in advising, installing and maintaining fire protection equipment for vehicles and mobile plant. Its team selects the best products from around the world, imports them, adds local content and then delivers, installs and maintains this highly specialist equipment globally. The installed equipment detects fires, shuts down the machines and then discharges powered liquid and gasses to suppress the fire. It is a 40 people business and has an annual turnover of 7.5 million.

Client:
Ardent fire protection systems

Industry:
Consultancy, installation and maintenance of fire protection equipment

Location:
North Yorkshire

Acora services provided:
Consultancy, development and support of Microsoft Dynamics NAV

Software Provided:

- Microsoft Dynamics NAV
 - sales
 - purchasing
 - stock
 - service
 - technical
 - finance

At a glance

Challenge

Priding itself on making life easy for its customers, keeping things simple and keeping its promises - Ardent wanted to move from a number of disparate software solutions and spreadsheets to one solution and database that could support all its processes. Ardent's board felt that this would significantly improve visibility across its business helping it to maintain excellent customer service as the company grew.

Solution

Ardent worked with Acora to implement Microsoft Dynamics NAV – the Enterprise Resource Planning (ERP) solution from Microsoft. Ardent chose Dynamics NAV because its standard functionality would support all of Ardent's processes and uses one central database. Ardent originally implemented Dynamics NAV 2009 and subsequently upgraded to 2013 to take advantage of all the new features.

Outcomes

The new system was implemented at a critical time and has supported Ardent through 30% growth each year for the last four years. Dynamics NAV has helped Ardent to eliminate duplication of processes across multiple systems and also the duplication of data entry.



FF *“We have known Acora a long time and they have proven to be a very good partner for us. I am very happy with them as a team as they understand our business and know where we are going. We talk to them regularly about changes to our business and how they can support us”*

Neil Crowther
Managing Director

Challenge

Having been in business for 21 years Ardent knows the importance of putting the customer at the heart of everything it does, “Timing is critical to our customers – if they have bought an expensive machine and it is due to go into service at a particular date and time, we have to ensure our work is complete on

time to enable that to happen,” explains Neil Crowther, Managing Director, Ardent. Following organic growth Ardent were using a number of disparate software solutions and spreadsheets to run its business which made visibility across the business quite challenging.

Solution

In 2010 Ardent’s board decided that the company needed a single solution for all processes including purchasing, technical, sales, customer information, stock, kitting, service and financials, with all these processes using the same database. With its customers focused on productivity - Ardent’s focus is all about delivery on time within budget. To support this imperative they made the decision to implement Microsoft Dynamics NAV because its standard

functionality could support all of Ardent’s processes and uses one central database. “As a long standing business with an emphasis on doing things right from the beginning, Microsoft Dynamics NAV felt like the right product and being backed by Microsoft I had the confidence it would grow and flex along with my business and the integration with the other Microsoft products we use is extremely helpful,” continues Neil Crowther.

Outcomes

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The new system was implemented by Acora at a critical time and has supported Ardent through 30% growth each year for the last four years. “We have known Acora a long time and they have proven to be a very good partner for us. I am very happy with them as a team as they understand our business and know

As a technology savvy company Ardent wanted to select a system that would grow with its business to avoid the need to change again in 5 – 7 years’ time. Ardent originally implemented Dynamics NAV 2009 and has subsequently upgraded to version 2013 which has enabled it to take advantage of all the new features.

At Acora we focus on outcomes, not incomes

■ Acora delivers Outsourced IT Services to visionary mid-market business leaders who need strategic agility without the shackles of high risk IT. We provide the freedom to flex further, and adapt faster – fully supported by an expertly managed, outcomes-focussed IT strategy. Because true service is about flexibility, we meet our clients’ ever-changing strategic needs with outsourcing services delivered at whatever level feels right for them. When our clients talk, we listen. No error, no confusion. Just singular, dynamic service that drives new business value at every level in a new and uncertain economy.