

Nationwide Services Group



Established in 1992, Nationwide Services Group Ltd is a privately owned company delivering a range of services to a variety of companies operating throughout the UK. These services include tool & plant hire, managed site services, waste removal, portable accommodation and more.

Client: Nationwide Services Group Ltd

Industry: Construction and waste management

Office location: Hampshire

Acora services provided:

- Microsoft Dynamics NAV
- bespoke design and development
- training & support

Number of users: 50

NAV version: 2013

Challenges

Nationwide Services manages extended and complex contracts for its clients - multiple equipment hire contracts, with differing legislations over multiple sites, which require a great deal of organisation. Before NAV was installed, employees were using three unlinked systems to control the business, and their processes were very complex, involving manual duplication with the potential for error. In 2013, the company went to tender for a fully integrated solution so they could control the process from the start to the end, without duplicating data between the three systems.

Why Acora and Microsoft Dynamics NAV

After a review of the market, Ken Wilson, CFO at Nationwide Services soon realised that only a robust and integrated package could combine all the information needed to monitor its services in one place.

Whilst Dynamics NAV was able to provide a lot of the core functionality “out of the box”, Nationwide also required a number of other bespoke functions to be added to Microsoft Dynamics NAV in order to maximise the return on investment. Acora was able to demonstrate the calibre of its solution design capability and development team, ultimately winning them the opportunity to work with Nationwide Services.

NAV bespoke solution provided by Acora

Utilising the standard modules within NAV, Financial Management, Job Costing, Order Processing and CRM, Acora was able to provide the basis

■ ■ *The calibre of Acora's design and development team was fundamental to helping us maximise our investment in the NAV software. The automated invoicing process we now have in place has significantly improved our processes and margin control, and as such has resulted in a significant impact on our bottom line.* ■ ■

Ken Wilson
CFO

■ **Turnover increase from £10M at the start of the project to £15M at the end.** ■

NAV bespoke solution continued

of the core functionality requirements. However, in order for the solution to come alive, and for the users to benefit from the fully integrated system, Acora had to customise the user interface and develop some specific new processes to automate key functions which were not available in the market in one software solution.

The project took around 12 months to build and implement. During this time Acora's project team worked closely with Nationwide so they had a very clear vision of what the software needed to achieve. Key concepts were developed and agreed, such as the contract dashboard and billing process, which would revolutionise the way the business worked. This has provided Nationwide with a competitive edge in the market, and they are now able to process once complex tasks in much less time.

Outcomes

- **Better control on gross margins** - Nationwide is a high volume business generating over 5000 invoices a month from 1000s of individual transactions. By building in process controls within the system, operator errors are reduced.
- **Better data reporting** - by having one integrated database, Nationwide Services are able to capture more accurate data on the system quickly, improving overall visibility and reporting of business performance in real-time.
- **Operational efficiency** - staff levels have not had to increase in line with the company's growth and the operations team is able to handle more orders with the same level of staff, even at peak times. The new streamlined processes have also meant that it is easier to train and retain staff.
- **Improved business performance** – Nationwide's turnover now stands at 15m compared with 10m before the start of the project.

Future plans

Now that the core platform is live, Nationwide want to work with Acora to further enhance the "ROI" from the systems to monitor their customers waste streams, to allow traceability for anything that is put in a skip. Currently this service is a manual process but Ken Wilson believes that automatic scanning of waste documentation to Dynamics NAV will make the data so much more accessible and in turn will enable the team to handle customer queries much faster and efficiently, improving the overall customer experience.

At Acora we focus on outcomes, not incomes

Acora is a strategic IT Services Provider that enables dynamic midsize businesses to compete and win in the digital economy.

We offer a range and depth of skills, unique for a company of our size, providing insight, experience and proven methodologies across the business, from the boardroom to the desktop to the data centre.