



A Dynamic Solution

Microsoft Dynamics™

Microsoft Business Solutions offers customer relationship management (CRM), supply chain management, and financial management applications for SMEs and divisions of large enterprises. Delivered through a network of channel partners with specific industry knowledge and experience, these integrated business applications work with familiar Microsoft products such as Office and Windows to assist in areas such as financial management, analytics, field service management, project management, CRM, e-commerce, manufacturing, distribution/supply chain management and retail management.

Customer Case Study: Mansfield Group

Situation

The Mansfield Group comprises 26 companies including Citywest Hotel and Weston Executive Airport employing close to 700 people. The company has undertaken a major million-euro upgrade of its telecoms systems, the IT network and the hardware over recent years. They needed a single system to suit its diverse business operations; one that could link the financial information across the entire group, automate accounts, integrate with the front of house reservation system - Fidelio Opera - and save staff in the accounts department hours every day.

"Simplicity, for us, was the first thing; we didn't want something that was hard to use," explains Linda Lockhart, group accounts IT manager. "In Citywest alone we process between 500 and 600 invoices a month. We wanted something that would be easy for users and would give all the information back in a format we required." Datapac, a Microsoft Dynamics Partner, undertook a business process review with The Mansfield Group to find out what the company wanted to achieve from a business perspective. After a rigorous process the Group chose Microsoft Dynamics NAV 5.0.

Solution

"We supplied a solution to bring their technology stack up to another level. We looked at the infrastructure required to connect the sites in a better way," says Gerry Power, ERP Division Manager, Datapac. The general ledger, accounts receivable ledger and accounts payable ledger were moved onto Dynamics NAV. An interface to Fidelio Opera was deployed as well as an interface to Citywest's Adest document management system, which is used for scanning and filing documents.

End of day trial balances and corporate billing recorded on Fidelio are uploaded into Dynamics NAV, allowing detailed control of all operations in one management solution and



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control accounts for open bed nights and credit billing. Other hotels in the group use Citrix remote access technology to enable them to run off the central accounts system.

Benefits

Lockhart is in no doubt that the return on investment is tangible, even though Dynamics NAV has been in place for less than a year. "Already it's started to pay for itself. I found the price extremely competitive; it's accessible to everyone, I would think," she says. More importantly, the system will be able to cope with growth of The Mansfield Group business or expansion through further acquisitions.

"It's built to go in here for the next number of years no matter what we add," says Lockhart. Above all, one often overlooked benefit stands out for her. "To me, it's a system that's where it should be. You see some products and they're back in the dark ages. Dynamics NAV is a nice, simple system. That shows how good it is."

For more information on how Microsoft Business Solutions can help your business contact:

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