Leading distributor achieves Microsoft Dynamics GP integration and reimplementation

Client name: Snell Packaging & Safety Limited

Location: Auckland, New Zealand

Industry: Warehouse and Distribution

DXC.technology

Challenge

- Support growth and operations across New Zealand

- Operate from an integrated platform using Microsoft Dynamics GP and multiple bespoke systems

- Simplify the importing business process

Solution

- Reimplement Microsoft Dynamics GP with full integration capabilities

- Use SmartConnect/SmartView bundle to connect with Nolan Advanced Credit module Parity price Matrix, xBank, PA - Collections Management

- Integrate Radio Beacon/ Accellos Warehouse Management solution

Results

- Integrated warehouse management and financial systems with complete end-to-end processing and visibility

- More process automation and less manual processing for improved data accuracy and better reporting

- End-to-end integrated platform for a competitive advantage and the time and information needed to make good decisions

Leading distributor achieves Microsoft Dynamics GP integration and reimplementation

Snell Packaging & Safety Limited is a leading distributor of packaging supplies and safety products in New Zealand with operations across the country. Snell is privately owned and represents about 200 suppliers in both New Zealand and international markets, with a team that spreads across four sites (Auckland, Hamilton, Wellington and Christchurch) and more than 1,200 business customers. The 50-year-old Snell is a progressive business that understands the need to evolve.

Loyalists to the Microsoft Dynamics GP platform for the past decade, the company also uses multiple bespoke platforms, including a warehouse management system, demand planning system, and ordering systems with web enablement and e-commerce capabilities.

As a sizable importer of packaging and safety products, Snell requires a platform that helps support growth and makes managing this process cleaner and easier.

John Cash, group financial controller for Snell Packaging & Safety, feels that for many years the organization has been working from a platform that wasn't fully integrated. "Snell, a sizable midtier company, needs to be operating off an integrated platform, which is why we chose to reimplement and integrate with Microsoft Dynamics GP," he said. "Spreadsheets and the like are great analysis tools but not-so-great control tools." He has also found they come with "their own risks."

Snell is now working in partnership with DXC Eclipse, a practice within DXC Technology, to reimplement Microsoft Dynamics GP with full integration capabilities.

Solution

DXC Eclipse presented a solid business case for the reimplementation of Microsoft Dynamics GP with fewer modifications than Snell's previous platform. By streamlining its software solution, Snell is now in a much better position to take advantage of DXC Eclipse support services, which are already providing valuable advice from experienced consultants.

The new solution integrates the existing warehouse management and financial systems, providing complete end-to-end processing and visibility that has resulted in a more efficient supply chain process. As a result, Cash said, "We are more integrated as far as our operating systems and platforms go, and that's been very important to us in terms of leverage … tightening up, dropping redundant processes and using the system to its full potential."

The company will continue to use its bespoke systems offerings. However, as Cash said with enthusiasm, "They now talk, work and flow much better with Microsoft Dynamics GP than what we had before."

Buoyed by this success, Snell is continuing its partnership with DXC Eclipse to integrate the sales and customer side of the business with Microsoft Dynamics CRM, which will communicate directly with Microsoft Dynamics GP through Smart Connect. "We're going to save some time and resources across the whole business," said Cash.

Outcome and benefits

> "In terms of benefits, it's going to give us an end-to-end seamless platform, which we haven't previously had."
>
> **John Cash**
> Group Financial Controller
> Snell Packaging & Safety Limited

The key outcomes and benefits to come from reimplementation and integration of Microsoft Dynamics GP with Snell's multiple bespoke systems are evidenced in the availability of end-to-end processing, including increased process automation and reduced manual processing. This has resulted in improved data accuracy and better reporting. Snell is now getting more valuable information from its core platform.

"In terms of benefits, it's going to give us an end-to-end integrated platform, which we haven't previously had," Cash said. "Having everything on the same page has made a huge difference." He describes this as providing the organization with the time and information it needs to make good decisions, as well as providing a competitive advantage.

From Snell's perspective, the big things have been dealt with — the platform it is working from is much more stable and reliable, enabling the company to focus on its internal processes. With this in mind, Cash is now looking to build on this success with the implementation of Microsoft Dynamics CRM. With the power of Dynamics GP and CRM combined, he believes: "We're going to save time and resources across the whole business, allowing us to future-proof the operation in terms of systems and information."

It's about putting people in the right areas so they can analyze and act on the information, not just creating data deposits, Cash explained. "It's doing things smarter, getting the people working on value-add, not just crunching out numbers."

The expectation moving forward is that these solutions will help the organization continue to grow, without the associated resourcing costs of increasing support headcount.

Snell previously had a system that was not fully integrated, and due to the level of modifications, wasn't able to be fully supported by DXC Eclipse. Cash is certain the organization has mitigated the risks of its previous system by choosing to move forward with a trusted solution and integration partner. The company is not looking to put a monetary value on the return on investment, but rather to focus on reducing risk and continuing business growth supported by a reliable system. "We will see the real return once we have fully integrated our internal processes to match the new solutions in place," Cash is convinced. "In terms of the platforms themselves, we are very happy with them, and we expect to start to see the benefits of what we're doing and why we are doing it."

DXC Eclipse as a partner

Exceptionally happy with the assistance it has received throughout the engagement, Snell is looking to continue its partnership with the DXC Eclipse consulting team with the implementation of Microsoft Dynamics CRM. Cash recognizes the level of dedication and understanding the team has shown, accommodating its existing systems and reinvigorating Microsoft Dynamics GP as the "one source of truth" for Snell moving forward.

Cash says DXC Eclipse encouraged the company to make decisions that will better utilize their systems with fewer modifications.

"Throughout the reimplementation process, the people we have been dealing with at DXC Eclipse have been fantastic; we have been thoroughly impressed," Cash said. He believes the underlying success between the two organizations comes down to the fact the two company cultures are very closely aligned. The relationship works well because, he says, "We talk straight to each other."

About DXC Technology

DXC Technology (DXC: NYSE) is the world's leading independent, end-to-end IT services company, serving nearly 6,000 private and public-sector clients from a diverse array of industries across 70 countries. The company's technology independence, global talent and extensive partner network deliver transformative digital offerings and solutions that help clients harness the power of innovation to thrive on change. DXC Technology is recognized among the best corporate citizens globally. For more information, visit **www.dxc.technology**.

ECL-013. January 2019