



SSI Schaefer Ltd
Andover, Hampshire
B2B. Logistics and Supply Chain



"QSSD is a professional consultancy firm who understand our business requirements, support us very well on all our Microsoft Dynamics NAV user requirements and come up with solutions that make our processes and reporting more robust and efficient."
- Head of Finance at SSI Schaefer Ltd

A leading UK manufacturer chooses QSSD to support its Microsoft Dynamics NAV Solution

Customer Profile

SSI Schaefer UK is a leading supplier and manufacturer of warehouse logistics systems and software, racking, shelving, storage equipment and waste management.

Renowned in the market for their innovative solutions SSI Schaefer is among the leading providers of warehouse and logistics systems worldwide. With 16 production sites around the globe and a world-wide sales presence, SSI Schaefer consistently delivers new solutions to address their client needs.

The company have received numerous awards through the years for their high level of customer orientation.

Based in Andover, Hampshire, SSI Schaefer uses Microsoft Dynamics NAV for their Finance, Sales, Jobs, Stock, Purchasing and Business Intelligence reporting. The decision to implement Microsoft Dynamics NAV was made by their parent company in Germany as their manufacturing subsidiaries were already using Microsoft Dynamics NAV and it was seen to be the best software to use. By implementing the same solution across the board each subsidiary would have complete collaboration across the network.

Situation

In 2012, SSI Schaefer's current IT service provider was no longer able to support their Microsoft Dynamics NAV solution and their head of Finance was tasked with the job of finding a new partner to assist them.

Good relationship was priority

"We needed to re-evaluate the market and find a partner that knew our business and understood what we needed our Microsoft Dynamics NAV solution to do. It was important to find a company that we could build a close personal relationship with.

After meeting with QSSD and learning about their support processes and the initial steps that they would take to assist us. The choice was simple.

We felt that QSSD had the expertise and knowledge to work with us and ultimately get the best out of our Microsoft Dynamics NAV solution.” – Head of Finance at SSI Schaefer Ltd.

SSI Schaefer were running Microsoft Dynamics NAV 2009 classic client and as the mainstream support from Microsoft for this version was ending Len decided that QSSD would be the right partner to upgrade them to the latest Microsoft Dynamics NAV 2013 release.



Getting the best out of Microsoft Dynamics NAV

QSSD are renowned in the market place for their consultative approach to business and as part of their pre-sales service QSSD will undertake an in depth review of every customers system. A QSSD project consultant carried out the initial review.

“We first needed to understand the current installation of Microsoft Dynamics NAV at SSI Schaefer as their existing solution had been heavily customised. I spent time with the team to work through their current business processes to determine which developments were working effectively for them and decide which ones should be included in the upgrade.

It was also important to review how they were currently using Microsoft Dynamics NAV and after spending some time with their people I then identified ways in which Dynamics NAV could work better for them and bring more efficiency to the business”.—QSSD Project Consultant

Microsoft Dynamics NAV is a fully comprehensive ERP solution that supports the entire operations of a business. For optimum efficiency a business needs to address how the system will work best for them and ensure that all staff are correctly utilising the system for the best of the business.

QSSD consultants work closely with customers in the initial stages to determine the best practices for that business and to assist staff in utilising their Dynamics NAV solution to work most efficiently for the business. This approach has led to a high level of customer satisfaction.

“The review that QSSD carried out brought greater efficiencies into the business. Once the upgrade took place and with some fine tuning we now have a system that works the way our business does.”

Ongoing support

“Since transferring our support to QSSD we have continually received a good level of support. We like to utilise their consultative service in order to keep up with current technologies and adopt new techniques to continue to serve our customers efficiently.

The teams here at SSI Schaefer have formed a strong relationship with the QSSD consultants and they look forward to their visits.

The relationship that we all have with QSSD is of great importance to us and the benefits that they bring to the business give us assurance that as we grow Microsoft Dynamics NAV will continue to grow with us”.

Future plans

Recently SSI Schaefer were interested in finding out more about the QSSD Service Management solution. This solution is ideal for Service Companies who are looking to speed up their current service processes and provide a higher level of customer satisfaction.

The service department at SSI Schaefer has grown considerably and with the importance of the business being on customer satisfaction there has become a need for a service solution that could help support this growth.

The QSSD Service Solution is ideal for SSI Schaefer as it is fully integrated with Microsoft Dynamics NAV.

“Our service department has grown significantly that we now need Microsoft Dynamics NAV to manage this department more tightly. We are looking to implement the QSSD Service Management Solution as it will run on our existing Microsoft Dynamics NAV solution and help support our service department further.”

Microsoft Dynamics NAV

Microsoft Dynamics NAV is a leading ERP software solution that takes control of your purchasing, sales and distribution, order entry and procurement, and other business needs specific to your industry.

QSSD

QSSD is a Microsoft Dynamics NAV (formerly Navision) Gold ERP Partner, and have in excess of 20 years experience in implementing business management software solutions into companies throughout the UK and Europe.



Microsoft Partner
Gold Enterprise Resource Planning



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