



## Microsoft Dynamics – Technical Advisory Services Customer Solution Case Study



### Overview

**Country or Region:** United Kingdom

**Industry:** Distribution, FMCG Supply Chain Solutions, Product Supply, Fulfillment, Warehousing, logistics.

#### Customer Profile

Dee Set provides product and services to large retail organizations in the UK and Ireland. Services include Product Procurement, Warehousing / Fulfillment, Distribution and In Store Merchandising.

#### Business Situation

As the company had experienced significant growth over the previous 2 years, the existing system was struggling to cope with the required transactional volumes. As further growth was anticipated the decision was taken to move to a more scalable solution such as Dynamics NAV.

#### Solution

Castle Computer Services worked with Microsoft to optimise Dynamics NAV's databases for processing of large transactional volumes. Castle also developed a high-speed EDI interface for the client.

#### Benefits

Performance has been excellent from inception. Transaction processing times of EDI orders received from customers has improved significantly. This has meant that operational benefits have occurred as more time is left to pick and pack goods for shipment, instead of waiting while the orders are imported on to the system from EDI.

“The flexibility of the new system ensures that we can cope with the continued rise in transaction volumes that we anticipate as the business continues to achieve its growth targets.” Simon Machin [www.deeset.co.uk](http://www.deeset.co.uk)

Based in the United Kingdom, Dee Set is a logistics company providing robust cost effective retail supply chain solutions in the FMCG sector. The company employ 1200 people and offers a range of added value services tailored to each of their customer's needs, including virtual warehousing, quality control, re-packing/labelling, returns and repairs, pallet reconfiguration, customer call centres, sales order processing and invoicing. They are currently managing in excess of 2400 individual products. Their fulfilment centre is based in Stoke on Trent, to provide optimum inventory management and order fulfilment.

Dee Set experienced significant growth over the last 2 years, with the result that the company found its existing system was struggling to cope with transaction volumes of EDI ordering from Supermarket chains. This was impacting on their daily operations. As further growth was anticipated, the decision was taken to move to a more scalable solution. Dee Set chose Microsoft Dynamics NAV.

It was established that transaction volumes were high and growing steadily, so a study was undertaken by Castle Computer Services to make recommendations on the how the Dynamics NAV and MS-SQL database should be configured. Castle engaged the Microsoft Technical Advisory Services team, to conduct an onsite Architecture Assessment, a key component in implementation planning for Microsoft Dynamics. The team provided hardware specifications and infrastructure validation together with a detailed analysis to support Dee Set's business requirements.

From the outset performance has been excellent. Transaction processing times of EDI orders from customers has improved significantly. This allows for significant operational improvements as there is more time to pick and pack goods for shipment, staff are no longer waiting for orders to be imported into the business process from their EDI system.