



Website: www.deeset.co.uk

Country or Region: United Kingdom

Industry: Consumer goods distribution

Partner: Castle Computer Services

Customer Profile

Dee Set serves large retail companies in the United Kingdom and Ireland. Its services include product procurement, warehousing and fulfillment, distribution, and in-store merchandising.

Business Situation

The company experienced significant growth during the previous two years, but its existing system could not easily support the high transactional volumes. To manage growth, Dee Set decided to move to a more scalable solution and chose Microsoft Dynamics NAV.

Solution

Castle Computer Services worked with Microsoft to optimize the database in Microsoft Dynamics NAV for processing large volumes of transactions. Castle also developed a high-speed EDI interface for the client.

Benefits

Transaction processing times at Dee Set orders have improved significantly. The company has realized operational benefits because more time is available to pick and pack goods for shipment.

Software and Services

- Microsoft Programs and Practices
 - Microsoft Dynamics Technical Advisory Services
- Microsoft Dynamics
 - Microsoft Dynamics NAV

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Logistics Company Conducts Architecture Assessment, Optimizes Transaction Processing

“The flexibility of Microsoft Dynamics NAV 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, Finance Director, Dee Set

Based in the United Kingdom, Dee Set is a logistics company that provides robust, cost-effective retail supply chain solutions in the fast-moving consumer goods market. The company employs 1,200 people and offers a range of value-added services tailored to each customer's needs, including virtual warehousing, quality control, repacking and labeling, returns and repairs, pallet reconfiguration, customer call centers, sales order processing, and invoicing. Dee Set currently manages in excess of 2,400 individual products. The company's fulfillment center in Stoke-on-Trent, England, is designed to provide optimum inventory management and order fulfillment.

Dee Set experienced significant growth over the last two years, with the result that the company found its business management system straining under the high transaction volumes of electronic data interchange (EDI) ordering from supermarket chains. This caused inefficiencies in daily operations. Expecting further growth, the company decided to move to a more scalable solution. Dee Set chose Microsoft Dynamics NAV.

Considering that transaction volumes were high and growing steadily, Castle Computer Services performed a study to make recommendations on the best configuration of Microsoft Dynamics NAV and the Microsoft SQL Server database. Castle engaged the Microsoft Dynamics Technical Advisory Services team to conduct an on-site Architecture Assessment, a key component in implementation planning for Microsoft Dynamics business management software. The team provided hardware specifications and infrastructure validation together with a detailed analysis to support Dee Set's business requirements.

Realization of these recommendations resulted in excellent system performance; transaction-processing times of EDI orders from customers have improved significantly. This supports significant operational improvements because there is more time to pick and pack goods for shipment and employees no longer wait for orders to be imported into the business process from the EDI system.

