

## **TERMOPORT**

### **Termoport improved the efficiency of its service activity by implementing Microsoft Dynamics NAV**

#### **The premises**

Established in 1997, Termoport – a company supplying cooling systems and air conditioning, as well as repairs, service and maintenance for cooling systems (service for cooling aggregates from the company Thermo King), became a successful brand at national level thanks to the outstanding quality of its products and services. Ensuring products and services warranty through a broad service network (Bucuresti, Bacau, Cluj-Napoca, Timisoara and Constanta), the company developed customer-oriented business processes, supplying products and services to its clients only after analyzing their profile, their requests and expectations.

Due to the expansion of the company's activity at national level, both in amount of clients and in number of branches, the need for a real time reporting system on stock levels, payables and receivables, etc. became obvious. The long term development plans of the company identified the creation of a new information system as a vital need, a system that would ensure efficient data collection, processing and structuring in real time, with zero latency.

Ensuring a superior level of customer satisfaction, achieving superior efficiency at operational level while increasing the number of customers and extending the service network, together with the fierce competition on the market soon made the company management identify the need of a tool for company resources management and that would address specific business needs.

#### **Identifying the solution...**

Being under the pressure of these business imperatives, Termoport management started to look out for an integrated and scalable information system, able to provide superior support in the decision making processes to enable the company to faster answer to market challenges, as well as to ensure visibility and efficiency at operational level - a stable application with local references and development perspectives.

The optimal answer to all these requests was the enterprise resource management system Microsoft Dynamics NAV, that offers both a broad range of end-to-end integrated applications (while safe-guarding the advantage of modularity) and important services designed to improve the efficiency of the relationships with the company's customers, employees, partners and suppliers. The ERP (Enterprise Resource Planning) application from Microsoft was the ideal solution for the



company's request for optimization of strategic business processes, supplying an integrated tool for financial management, human resources, customer relationship, after-sales services throughout the whole distribution, service and support chain. At the same time, Microsoft Dynamics NAV fulfilled the needs of Termoport management in matters of accuracy parameters, efficiency and response time of the decision making, through providing superior analysis and reporting solutions. The fact that Termoport's main business partner, the company Thermo King, had already implemented the Microsoft Dynamics NAV solution played a major role in choosing the application.

At the same time, Microsoft Dynamics NAV ensures high-performance support for the decision making process (guaranteeing real time access to business data and a high-performance reporting tool, which enables managers to be aware of the company's situation and helps them make good business decisions while focusing on the main business problems) by providing good visibility over the entire company through information integration at enterprise level (offering an overview of the company's activity), allowing for improved control over the financial situation thanks to the complex tools for financial management, that ensure the data aggregation at company level, and over company budgets respectively. The increased application flexibility, which makes it possible to map the application onto the specific business needs and to customize it in order to obtain optimal response times to market changes, as well as its modularity were important factors leading to Termoport's decision to choose Microsoft Dynamics NAV.

Last but not least, the high degree of user acceptance of the new application contributed to the finalization of the identification process, because the Microsoft Dynamics applications naturally work together with other Microsoft applications, ensuring a user-friendly environment and reduced amounts of money and time spent on implementation and user training, as well as fast access to information and improved comfort in operation already in the first days of use.

### **... and the implementation partner**

In the process of identifying the right implementation partner for the Microsoft Dynamics NAV solution, the company Novensys quickly became first choice, thanks to a great amount of references from the local market and to the superior level of services provided. Having a broad experience in developing and implementing software solutions, Novensys is one of the main integrators of intelligent information management solutions in Romania and achieved the status of Certified Gold Partner for Microsoft, being No. 1 partner for Microsoft in Romania with the highest sales records of Microsoft Dynamics NAV and Microsoft Dynamics AX in H1 2007 (the Microsoft fiscal year).

The superior level of know-how, the professionalism and the proactive attitude of the implementation teams, the great amount of successful projects completed in a very

short time and with optimal results were the most important factors that contributed to choosing Novensys to be the implementation partner for the Microsoft Dynamics NAV solution for the company Ternoport.

### **Fast and durable benefits**

The benefits of the implementation were soon to be seen. The company management achieved superior control over service operations, the main business of the company Ternoport, and the branches were able to better trace customers and requests, greatly improving customer satisfaction.

The first step of the implementation included the development of the service module of the Microsoft Dynamics NAV solution, later to be integrated with modules such as Accounting and Financial Management, Sales, Stocks, etc.

In fact, the company Ternoport gained substantial profit from implementing Microsoft Dynamics NAV, which can be seen in:

- improved efficiency of service activities, by order processing optimization;
- a better response level to customer requests, through branch managers from any hierarchic level being able to react in real time to requests and changes shown in the system (by creating a specific alert and notification system) and making the right decisions;
- a more efficient allocation of work force, resources and money, based on reports provided by the system in real time, which allow the company's resources to be optimally redirected towards productive activities;
- an increase in productivity and efficiency, by optimal repartition of tasks and by saving resources;
- the reduction of human errors through automation of manual routine operations, providing more accurate information by eliminating inconsistencies;
- a high degree of flexibility – the application can be easily adapted to company changes and to changes in legislation;
- advanced traceability capabilities, through which service center activities and resolution of requests at customer level can be traced and through which risk factors resulting in blockages can be identified;
- costs reduction, through monitoring time and resources consuming processes and adjusting them continuously, but also through more careful tracing of payment terms, orders, stock levels, etc.;
- superior control over the financial situation and the possibility to monitor the profitability at customer level;
- higher decision making efficiency by optimizing and integrating business processes, centralizing data from all departments and Ternoport branches into a single database, allowing easy and fast access to information for reports and analyses on profit centers.

The implementation of Microsoft Dynamics NAV by Novensys enabled Ternoport management to gain insight into the business, providing good quality support for



decision making, which shows not only in substantial savings in resources and in profit at operational level, but also in improved customer satisfaction – one of the main goals of the beneficiary-company. Besides, in future steps of the implementation Termoport will work together with Novensys on a specific development of the Business Intelligence application and on a hardware infrastructure specially designed for the service department.