

# Case Study



Wholesale Dental Distributor implement Dynamics NAV to simplify distribution, apply electronic ordering and improve processes.

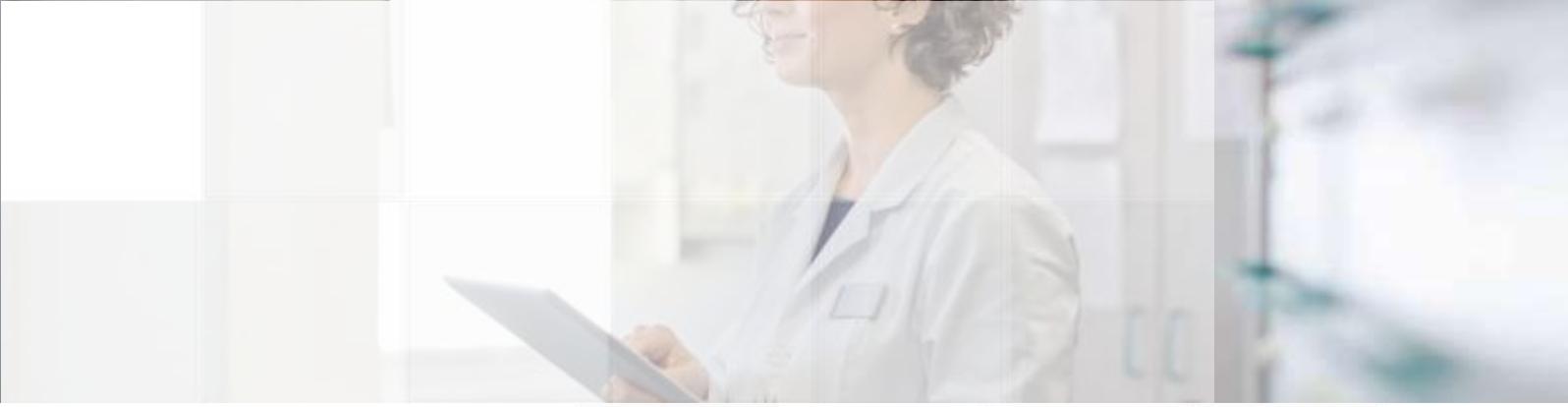
## Background

Founded in 1908, wholesale dental distributor, J&S Davis, has been brought back into family ownership and in the transition, implemented Microsoft Dynamics to simplify distribution, apply electronic ordering and improve business processes. For over 100 years J&S Davis, has supplied and distributed high quality, innovative products for dentists and hygiene professionals across the UK and Ireland. With an annual turnover of £3 million, a reliable customer base comprising everything from engineers operating from garage stores, right up to 400-employee organisations, this boutique dentists' wholesaler has built an enviable reputation for quality products, reliably supplied.

## The Challenge

Daniel Davis, explains, "When I bought the business, it was essentially running on three separate systems. The existing ERP system was also much bigger than we needed and we were having to adopt some complicated procedures to work around its intricacies. I spoke to three suppliers in detail about cost and time to implement. Azzure's honesty and business ethic appealed to me and led us to partner with them".





Swift implementation meant J&S Davis soon had a sophisticated system to streamline its purchasing and sales process, plus the financial capability to deliver the accurate and timely reporting it needed.

“Effectively we had to bring together two disparate systems, at the same time as get to grips with a new purchasing system. But we achieved it in just under four months.” Centralised financials have created enormous time efficiencies.

But it was the move to new premises when the new system really came into play for J&S Davis. “Once we found a site, we moved offices first, then we had to move the warehouse; we’ve got more than three and a half thousand items, so it wasn’t something we could just do manually,” explains Daniel. “Azzure wrote a process to move the stock from the old location to the new, allowing stock to be put directly into its allocated bin space. Dynamics NAV holds all the stock in individual bin locations, but moving to our own warehouse meant we were effectively starting from scratch, with our own racking and own bin numbering system; and we couldn’t possibly replicate the existing numbering system, because to be honest, it wasn’t very good.”

With stock relocated virtually in the NAV system, as soon as J&S Davis was able to complete the physical move, the business was back online. “Once we got the stock onto the shelves, we could then get the picking documents to tell us where to locate it - a sharp contrast to the way things were before”, explains Daniel: “It used to take up to three times as long to find something at the old, shared warehouse, because it wasn’t very well laid out, and not everything was where the system said it would be. Sometimes you’d walk away empty handed because you couldn’t find the stock. Now we know we can go and find something immediately.”