

Case Study



Leading locks firm, **Access2**, bring ERP to boost efficiencies

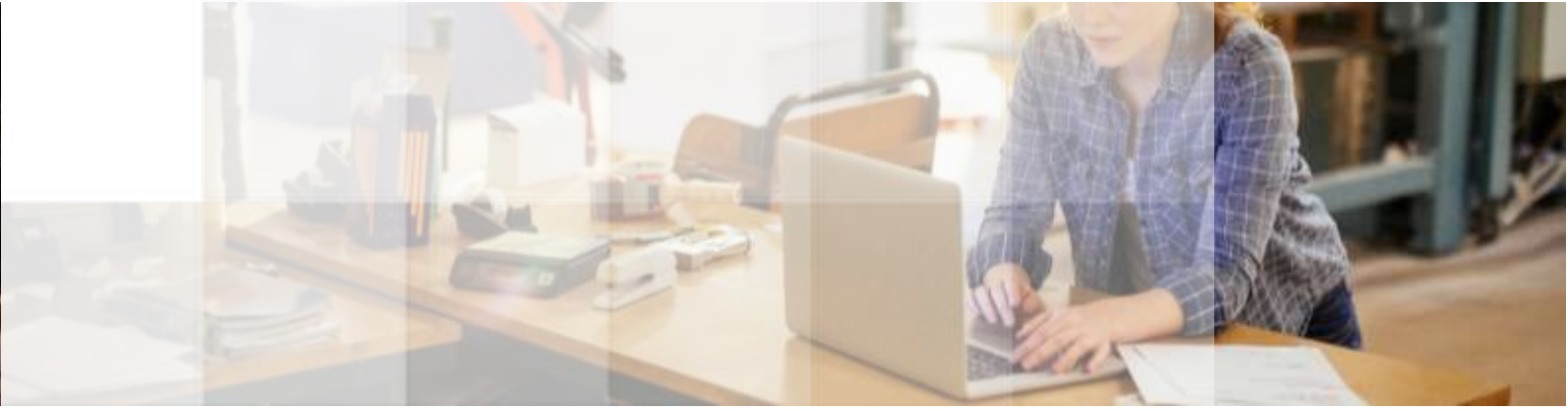
Background

Access2 is the UK's market leader in the supply of master-keyed cylinder locks and integrated access control door solutions. The highly specialised team work to provide innovative security solutions to businesses across the country including sectors in health, education, hotels & leisure, defence & law, banking, retail and commercial. Requiring top notch efficiency to handle the firms bespoke order process, the firm turned to Azzure IT to update to Microsoft Dynamics NAV and CRM.

The Challenge

The firm needed to ensure high levels of efficiency to support its order process which involves highly bespoke specifications tailored to each individual client. While bespoke, the order process involved a high risk of human error and duplication. Access2 required a system that could streamline the process, ensure efficiency and facilitate workflow.





Brian Nesbitt, Director at Access2 said: "Efficiency is key to the success of the business. We needed a system overhaul that would enable us to maintain high levels of production while limiting the risk of human error. Our products are totally bespoke, and each customer has specific 'quirks' that need to meet. The system needed to be able to cope with this."

The Solution

Azzure IT met with the Access2 team to develop a system tailored to the firm's needs and requirements. Access2 was previously using Dynamics NAV 2011. Azzure IT also recommended the CRM, which enabled Access2 to take control of its sales campaigns, and to keep track and maintain relationships with existing customers. Access2 was impressed with Azzure IT's professional approach and ability to tailor its products to the company's specific requirements.

Key Benefits

Since implementation, Access2 has experienced a smoother order process with the added benefit of more straightforward data entry and reduced levels of human error, allowing the firm to maintain a high level of production and tailoring without the need for more work input. Brian Nesbitt said,

"We've been impressed with the results of our system update. Everything is combined in one system, which means less chance of human error and the ability to record our customers' specifications. "Our efficiency has vastly improved. We're working smarter, not harder. "Hopefully the system will allow us to head for further growth and innovation going forward, and to maintain our edge and high level of quality customer service."