



Case Study



Azzure IT impresses Leading Truck Trailer Manufacturer,
Schmitz Cargobull, with quality customer service

Background

Schmitz Cargobull is one of Europe's largest providers of fixed body articulated trailers, specialising in the production of semi-trailers for heavy trucks. Founded in 1892 in Germany, the company has honed an impressive reputation for highly efficient transport solutions due to its innovative manufacturing and intelligent production technologies. In the UK, Schmitz Cargobull operates at a retail level, selling and distributing new trailers to customers in the UK and Ireland. The company also resells old trailers to international customers. Schmitz Cargobull sought out Azzure IT to improve its IT operations for its UK branch.

The Challenge

Schmitz Cargobull needed a Microsoft partner for its UK operations that would keep up with its highly efficient tech across Europe. The firm had been working with another Microsoft partner in the UK, but was dissatisfied with the standard it received in comparison to services in Germany, where it is headquartered.





Schmitz Cargobull was impressed with Azzure IT's ability to compete with the high standards and innovative practices of European Microsoft partners.

The Solution

Azzure IT worked with Schmitz Cargobull to develop an IT solution and support package tailored to the customer's needs and requirements. Bengt Larsson, Financial Controller at Schmitz Cargobull said: "We were pleased with the high quality of customer service offered to us by Azzure IT. "Azzure IT worked with us to develop a system that would keep up with our highly efficient and specialised systems we use across Europe.

"With our HQ in Germany, we also needed a Microsoft Partner that could provide UK-specific support, with an understanding of the UK market and its regulations. "We were impressed with the excellent training and ongoing support Azzure IT has provided. "We're confident that we are working with the best Microsoft provider available in the UK."

Azzure IT moved swiftly to take over the management and support for Schmitz Cargobull's Microsoft Dynamics NAV system, industry-leading software designed to make businesses run more smoothly and efficiently. The product is part of the Microsoft Dynamics family, and intended to assist with finance, manufacturing, customer relationship management, supply chains, analytics and electronic commerce for Small and Medium-sized Enterprises. The handover to Azzure IT was seamless and allowed Schmitz Cargobull to continue its operations without any down time.





Key Benefits

Since choosing Azzure IT, Schmitz Cargobull has been impressed with the team's ability to keep up with its European counterparts. The firm has experienced smoother running of its stock control and order tracking systems resulting in time saving and a reduction in human error.

Bengt Larsson, said: "Azzure IT is providing excellent training for our staff which has enabled us to get the most out of our IT investment. "Microsoft Dynamics NAV is an excellent system to manage our processes but we needed the support from a first-rate partner in UK to ensure we were getting the most from it. I'm confident that the team at Azzure IT has improved our return on investment."

Craig Such, Managing Director at Azzure IT said: "Smarter use of Microsoft Dynamics NAV has allowed Schmitz Cargobull to improve efficiency for its UK operations to complement its specialist work in Europe. "The system can manage everything from warehouses and manufacturing organisations to costing and supply chain. It makes everything much simpler and more efficient and reduces the chance of human error.

"At Azzure IT we pride ourselves on our high level of customer service and support. "The Schmitz Cargobull team is already aware of the benefits of Microsoft Dynamics NAV, shown by the decision to use it across Europe. Now the UK arm of the company can be confident they have the structures in place to support its growth plans."