

Househam Sprayers



Client:
Househam Sprayers

Industry:
Design and Manufacture Heavy Machinery

Location:
Lincoln

Acora services provided:
Consultancy, development and support of Microsoft Dynamics NAV in a manufacturing and field service environment

Software Provided:

- Microsoft Dynamics NAV
 - sales
 - purchasing
 - stock
 - warehousing
 - manufacturing
 - service
 - CRM
- Zetadocs – document management
- ZAP – business intelligence

Househam Sprayers designs, manufactures and services crop sprayers. It is a privately owned company employing approximately 100 staff across two sites in the UK with a turnover of £16 million. Its in-house team design self-propelled and trailed sprayers which are manufactured at the company's Lincolnshire manufacturing plant, Househam Sprayers also employs a team of field service engineers who service equipment in the UK and abroad.

At a glance

Challenge

Househam Sprayers is a complex high value manufacturing and field services business which required one business solution that could support the requirements of its users across the entire business today and in the future.

Solution

Microsoft Dynamics NAV is used for sales, purchasing, finance, stock, warehousing, manufacturing, field service and customer relationship management and is integrated with Zetadocs for document management and ZAP for business intelligence (BI). Acora has been providing consulting, development and support services for the entire business solution since 2004.

Outcomes

Multiple niche systems and spreadsheets have been replaced by one business solution and one database. The familiar Microsoft look and feel makes the system easy to use and user adoption is widespread. The large investment Microsoft makes in Dynamics NAV means that Househam Sprayers can take advantage of new functionality and technology. Using one solution across the business provides Househam Sprayers' management team with the visibility and control they need to manage this complex manufacturing and service business.

Acora: Case Study Househam Sprayers



FF *“Acora puts a massive amount of work into its relationship with us. I am impressed with the manufacturing knowledge of the team particularly of our Account Manager. When we are considering changes within our business, we always ask Acora’s advice first in terms of how best Dynamics NAV can accommodate the change. I have also been impressed with the service from their support desk which is more extensive than many Dynamics NAV partners”*

Gary Hughes
Finance Director



Challenge

Househam Sprayers manufactures and services high value machinery that is mostly made to order. With a large number of options available to customers its supply chain, manufacturing process and field service operation is complex, and with an average selling price of

£130,000 per machine visibility and control of the whole business is crucial. Househam Sprayers needed one business system, to replace multiple niche systems and spreadsheets, capable of supporting its entire business.

Solution

Househam Sprayers chose Acora to assist with its implementation of Microsoft Dynamics NAV. The solution is used in all departments including sales, purchasing, finance, stock, warehousing, manufacturing, field service and customer relationship management. In addition to Dynamics NAV they use Zetadocs for document management and ZAP for business intelligence – both products are fully integrated and supported by Acora. “Given our investment in the business

solution it is important that it has longevity - Microsoft invests heavily in Dynamics NAV enabling us to benefit from new functionality and technology advances,” explains Gary Hughes, Finance Director, Househam Sprayers “We have used Acora for consulting services, development and support for the last 10 years. Acora’s consultants are experts in using Dynamics NAV in a manufacturing and service environment and are key to helping us get the best out of the solution.”

Outcomes

Microsoft Dynamics NAV provides all the functionality Househam Sprayers requires from one solution using one database. As the product has a familiar Microsoft look and feel the users find it easy to use therefore user adoption is quick and widespread. The addition of products such as Zetadocs and ZAP enables Househam Sprayers to benefit from a wealth of specialist solutions that are fully integrated.

development and support through its team of Dynamics NAV specialists who also have an in-depth knowledge of manufacturing and service.

Acora has a dedicated Account Manager who is responsible for looking after Househam Sprayers and who meets regularly with their management team to discuss new product developments and changes to Househam Sprayers’ business. Acora provides advice,

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At Acora we focus on outcomes, not incomes

■ Acora delivers Outsourced IT Services to visionary mid-market business leaders who need strategic agility without the shackles of high risk IT. We provide the freedom to flex further, and adapt faster – fully supported by an expertly managed, outcomes-focussed IT strategy. Because true service is about flexibility, we meet our clients’ ever-changing strategic needs with outsourcing services delivered at whatever level feels right for them. When our clients talk, we listen. No error, no confusion. Just singular, dynamic service that drives new business value at every level in a new and uncertain economy.