ANGLIA
Business Solutions

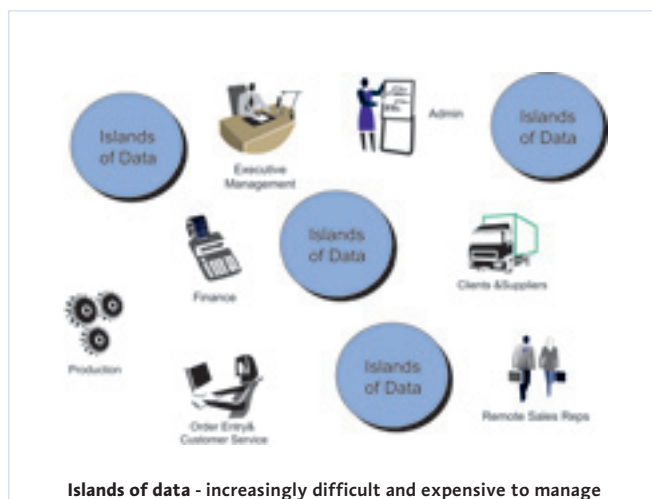'making technology pay'

2007 Microsoft Dynamics™
President's Club Member

Why Anglia Business Solutions

The one thing you can count on in business today is change. Customers attitudes are changing, new business models are emerging and the pace of business is increasing. Companies are now becoming more reliant on Information Technology as a change facilitator. However, the most effective management control and optimisation of company performance can only be achieved if you have the right operational information and communication systems. Technology alone is not the solution to every business problem.

The aim is to use technology in an intelligent and appropriate way for your business.

The issue facing most organisations is how to make more effective use of management information to compete. This is hampered by the effort involved in drawing together data from disparate sources throughout the company. Accessing and manipulating data drawn from islands of information can be a time consuming task that can expend expensive senior management time. Management inability to quickly detect meaningful business trends frequently gives rise to the expression "drowning in data: starving for knowledge".

Integrated Solution - more efficient and less expensive to manage

This is where the expertise available from Anglia Business Solutions can help. Throughout the consultation, assessment and implementation process Anglia works to create the optimum business solution for each client. To achieve this we provide:

- **Consultancy services designed to understand your business and suggest appropriate solutions**

- **World-class technologies from leading global suppliers**

- **Deployment and development skills using highly skilled business oriented consultants**

- **Support services designed to keep your systems operational.**

The range of services designed to help you compete by making information work for you are briefly described in the following pages.

Further details on **www.angliabs.com**

Islands of data - increasingly difficult and expensive to manage

Companies now recognise that integrated information systems provide the fastest and most efficient means of realising the full potential of the business. Simultaneous access to continuously updated data will help you to respond quickly and effectively to new market opportunities. However, few organisations have all of the internal skills to build a completely integrated information solution. An integrated solution consists of a stable and secure communications and networking infrastructure, a flexible business management system and an integrated mobile e-commerce solution.

Business Management Solutions

The data in your business system is a valuable and unique source of management information. But how can it help you if you can't reach it? One of the main criticisms of traditional packaged solutions is their inability to provide the level of information to support decision making in an organisation.

Anglia Business Solutions has worked with a variety of business management solutions throughout its history.

In 1996, frustrated by the inflexibility of the system supplied by its incumbent partner, the company embarked on the quest for a replacement. The task was to locate an innovative flexible enterprise system with global potential. The research explored many offerings prior to settling on Navision.

In July 2002 Navision a/s was acquired by Microsoft bringing together two world-class organisations with complementary products and geographical presence to form Microsoft Business Solutions. Today, this division of Microsoft is branded Microsoft Dynamics™.

Microsoft Dynamics™ NAV is now recognised as Europe's leading mid range Enterprise Resource Planning (ERP) solution. Microsoft Dynamics NAV has over 1 million users in 60,000 companies worldwide.

Windows based Microsoft Dynamics™ NAV includes applications that cover Financial Management, Distribution, Manufacturing, Customer Relationship Management (CRM), Human Resources and E-Commerce.

Anglia Business Solutions is regarded as one of the leading Microsoft Dynamics Partners in the UK and is accredited in the above applications. The combination of Microsoft infrastructure and development skills coupled with in-depth expertise in business management systems ideally complements the Microsoft Dynamics™ NAV deployment model. Using its sophisticated integrated development environment, Anglia has developed an extensive range of add-on applications. These extend the facilities of the system in specific market sectors thus reducing the deployment time and costs for clients with similar needs.

The key to success in the deployment of Microsoft Dynamics™ NAV has been the range of high-grade services supplied as part of the implementation process. They include:

Business & Technical Consultancy

Wondering how Microsoft Dynamics™ NAV will fit your business? Coming from a background in industry, our consultants offer real world expertise in the deployment and use of the system from a business perspective. Prior to embarking on any deployment, we carry out a technical consultancy exercise designed to answer this question. During this well proven procedure we get to understand your business, its processes and information needs. The deliverable is a structured document called a Solution Model that maps the system to your business needs and acts as a blueprint during the implementation.

Implementation

The key to successful deployment is a partnership approach where the roles and responsibilities of both parties are clearly understood. Planning is crucial and Anglia's seven-stage approach reduces the risks of missed deadlines and project drift.

User Training

The training of key users is an essential part of any successful deployment. This is carried out at the early stage and again prior to go live. The training is carried out on a test system using your data making it more relevant to the users.

Microsoft Dynamics™ NAV Support

Once live, our Microsoft Dynamics™ NAV help desk service provides telephone, dial-up and on-site assistance when needed. To ensure that the support service is relevant to you, the help desk consultants have access to a copy of your database together with all relevant documentation.

Microsoft Dynamics™ NAV User Group

The Platinum Club is Anglia's Microsoft Dynamics™ NAV user group. The club provides clients with access to future developments, the opportunity to network and acts as a feedback mechanism on future service requirements.

Integration Services

The key to the deployment of an effective enterprise wide information system is a well-planned stable and secure networking and communications infrastructure. This provides the foundation for the distribution of timely information internally and with your customers and trading partners.

Anglia Business Solutions is one of the few IT suppliers in the UK to be appointed as a Microsoft Certified Gold Partner. Anglia also holds additional Microsoft Competencies in Advanced Infrastructure Solutions, Infomation Worker Solutions and Mobility Solutions.

However, the real value to you is in the in-depth expertise of our skilled integration consultants. Their deployment skills have been honed across a variety of organisations involving the planning and installation of complex networking and communication systems. This experience helps you to minimise the disruption involved in a major rollout of new networks or the upgrading of existing solutions.

The services provided by the Integration team include the following:

Network Audit Service

The network audit service provides you with a health check on the effectiveness and security of your existing infrastructure system. The deliverable is a comprehensive report detailing a number of recommendations on refining the performance of the technology platform.

Network Planning & Design

This involves taking a strategic view of the growth plans of the organisation and devising and documenting a suitable short and longer-term networking and communications solution. The process involves the evaluation of various costed options allowing you to select the most appropriate for your needs.

Technical Consultancy

You have a specific task to achieve and lack the necessary technical expertise to evaluate or test the options. Commissioning a technical consultancy assignment will provide you with a variety of possible solutions all based on best industry practice.

Ad-Hoc Skills Provision

Need occasional technical assistance to provide holiday cover or to assist with major projects? Our skilled consultants can be hired in half-day slots if required. A useful service to cover peak periods or to fill skill gaps during recruitment.

Infrastructure Support

You have committed your entire company information to the network and it has stopped operating. The infrastructure support service is designed to quickly get you working again. It includes telephone cover, a dial up service and on-site visits where required.

Skills Outsourcing

You want to take full advantage of the latest technology advances but do not wish to fund, recruit, train or manage further IT resources. Why not outsource the task? We have a range of flexible arrangements designed to suit most budgets. Imagine having a variety of top class technical skills on call but only paying for them when required.

Remote Working

You need to provide your field based personnel with access to dynamic business information. The Anglia Integration Team have worked with another partner to pioneer a unique product designed to facilitate rapid and secure access to your core applications. The solution is the first product in the world to deliver 2-factor authentication and high speed AES encryption via a nodeless virtual connection. The result provides users with secure access to internal systems using the internet.

Microsoft SharePoint Portal Deployment

Microsoft® Office SharePoint™ Portal Server provides a powerful team collaboration environment that enables organisations to aggregate, organise and find information across the enterprise. Anglia can deploy Microsoft® Office SharePoint™ Portal Server to establish a central point of access to all your existing key business information, documents and applications, as well as share information across file servers, databases, public folders, Internet sites and Windows® SharePoint Services based websites. Anglia can tailor the look and feel of the portal to reflect your corporate identity and existing processes. Portal sites for teams, documents and meetings can also be extended to customers and partners.

Software Development Services

Today's software applications have become extremely powerful and are usually designed to meet the general requirements of a broad marketplace. However, the key to effective use of software technology is to be able to adapt it to how you want to work. After all, your business practices and culture are what makes your organisation unique.

The Software Development Division of Anglia Business Solutions provides a range of services designed to ensure that the power of modern software technologies can be harnessed to meet your requirements. The company has an impressive track record in the development, deployment and support of innovative client specific solutions. These cover three main areas i.e. Microsoft Dynamics™ NAV application development, e-commerce solutions and Microsoft .NET bespoke developments.

Microsoft Dynamics™ NAV Applications

One of the unique features that attracted Anglia to the Microsoft Dynamics™ NAV technology was the sophistication of the integrated development environment. This meant that clients could take advantage of the powerful features provided as standard while tailoring the system to meet their precise method of working. The company has now developed a wide variety of add-on applications that extend the functionality of this impressive suite.

LINKFresh®

LINKFresh is the leading business management system for forward-thinking companies in the food supply chain industry. Developed by Anglia, LINKFresh is fully certified as an official Add-On Product for Microsoft Dynamics™ NAV. LINKFresh harnesses the power of Microsoft's world class solution by adding a broad choice of modules and granules specifically for companies who operate in the food supply chain.

LINKFresh works seamlessly with Microsoft Dynamics™ NAV modules such as general ledger, sales / receivables, purchase / payables and warehouse & manufacturing. Users work from one main menu in one main system. LINKFresh modules have the same look and feel to Microsoft Dynamics™ NAV throughout and they can be configured in the same way as any other Microsoft Dynamics™ NAV module using the same design tools.

.NET-Based Application Development

Anglia has made a significant investment in the creation of a range of powerful .NET based applications. These are designed to short circuit the development and deployment effort involved in the implementation of mobile solutions. They are also available at a fraction of the price that it would take to recreate solutions with a similar breadth of functionality. These include a range of ready made, Mobility, e-Commerce, Integration & Business Graphics solutions.

E-Commerce Solutions

As electronic trading continues to evolve, it represents a major opportunity to forge stronger and more effective relationships with your customers and trading partners. We can help by advising you on the various methods available to securely take your business on-line. The options can range from designing and building a Web presence to a totally integrated end-to-end solution using Microsoft Dynamics™ NAV e-commerce applications & .NET technologies.

Mobile Applications

Using the latest Microsoft .NET development tools Anglia has created a suite of reusable mobile application components designed to extend the reach of a Microsoft Dynamics™ NAV deployment out to a remote or mobile workforce. Applications available include:

- Mobile Warehouse Management
- Mobile Sales Force Portal
- Mobile Delivery Driver Portal
- Mobile Expenses Capture
- Mobile Timesheet Capture
- Mobile Mileage Capture
- Mobile Helpdesk
- Mobile CRM
- Mobile Commerce (M-Commerce)
- Barcode Scanning
- Magnetic Swipe
- GPS Location Tracking
- Mobile Signature Capture
- Mobile Quality Control
- Mobile Label Checking
- Mobile Live Stock

Business Intelligence Tools

Anglia has a range of components for providing a "dashboard" overview of company or process performance against Key Performance Indicators (KPI's). These components can be built to provide a unique tailored overview of the enterprise showing, for example, expenditure vs budget, sales/revenue vs target or new orders/shipped consignments vs target.

Solutions in Action

An award winning .NET mobile application designed to eliminate paper based questionnaires used in the collection of weekly retail price information.

Background : Market Intelligence Services (MIS) is a wholly owned subsidiary of the Processed Vegetable Growers Association. Based in Louth, Lincolnshire they have over ten years experience monitoring retail prices. MIS produce numerous weekly reports that offer a snap shot of the retail prices at the major supermarkets, convenience stores and discounters around the country. Producing and analysing paper based questionnaires was highly labour intensive as well as wasteful. Extracting meaningful trend information was also becoming time consuming while paper utilisation was extremely high.

Solution: The solution involved providing the data collection agents with low cost easy to use electronic devices. These automatically transmitted the collected data via GPRS where they dynamically updated the central database. The results were quickly analysed and shared with clients through the MIS web site.

Benefits: Customer service has been improved as more accurate and complex data is collected and delivered faster. Administration and postage costs have shrunk while analysis of the data has been automated. Accuracy of the results has improved as transcription errors no longer occur. The carbon footprint has reduced through the replacement of vast quantities of paper by electronic means.

"Investing in this innovative solution has provided us with a significant commercial advantage in our chosen market. We are delighted to have found the ideal partner to work with on this project. We spent a lot of time looking at what it is now possible to do with the new technology and the opportunities are very exciting. Our state of the art system will enable us to offer a much improved and more comprehensive service to both new and existing subscribers."

David Tebbutt, Business Development Manager, MIS.

This solution won Best SME Mobile Solution at the 2007 Channel Network Awards.

LINKFresh® deployment achieves significant productivity improvements. Totally integrated leading edge solution deployed within four months and to budget.

Background: Spalding based Lincolnshire Field Products Ltd (LFP) is one of the UK's leading fresh produce growers and producers. The company has an annual turnover of £100m and farms in excess of 12,000 acres. The company had invested significant resources in refining their legacy system to meet their specific needs. However, the technology was no longer capable of responding quickly enough to the business challenges of a rapidly growing organisation.

Solution: A combination of powerful LINKFresh® fresh produce functionality seamlessly integrated with the global leading Dynamics™ NAV ERP suite from Microsoft were used to meet the full requirements of the company. The LINKFresh deployment handles all of LFP's financial and supply chain requirements in one central, fully integrated and easy to use solution.

Benefits: The company now has a leading edge modern centralized business management solution that manages all of their operational processes. This has replaced a variety of disparate systems that were expensive and difficult to manage. The main benefit has been a significant reduction in data duplication resulting in reduced administration costs.

"The financial aspects of the system have helped enormously. Cash management is so much easier; reporting much quicker and getting information to our growers has been greatly improved. In addition, periodic reporting is simpler which has provided us with access to information that was not available with the legacy system. In an industry littered with failed system implementations, it is gratifying to report that the solution was successfully delivered within budget and against a very challenging deadline."

Robin Hancox, Managing Director, Lincolnshire Field Products.

This solution won best SME Vertical Market Solution at the 2007 Channel Network Awards

Solutions in Action

Microsoft Dynamics™ NAV innovative mobile solution improves sales force productivity while providing the company with a significant competitive advantage

Background: Ace Fixings was founded in 1978 and is now one of the largest independent fixings and power tool distributors in Ireland. Its customers include plumbers, electricians, builders, ceiling & partitioning contractors and the general construction industry.

Solution: Anglia upgraded the Microsoft Dynamics™ NAV system and re-implemented the manufacturing and distribution elements while refining them to meet Ace Fixings needs. A mobile solution that seamlessly integrated with the core system was deployed to provide the sales force with updated client and product information.

Benefits: Order accuracy has greatly increased as data duplication has been removed. Lead times and inventory costs have been reduced. Internal administration costs have been cut and reps productivity has increased. This has led to increased order intakes as more time can be spent on client sales calls. Overall, the solution has significantly improved company efficiency leading to increased profitability.

"The professional approach together with the Microsoft Dynamics skills provided by Anglia was crucial in resolving the supply chain issues we had with the main system. This provided us with the confidence that our original choice of Microsoft Dynamics™ NAV as a powerful flexible solution capable of meeting our needs was correct. The mobile solution was the icing on the cake. We can now use IT as a real competitive differentiator while significantly improving client service".

Mervyn Glenn, Financial Controller, Ace Fixings Ltd

This solution won Best SME Mobility Solution 2004 at The UK Channel Network Awards

UK Award winning Microsoft Dynamics™ NAV e-commerce solution provides Redstone Mobile with competitive edge and improved customer service.

Background: Operating in the competitive telecoms environment Redstone Mobile realised that targeted technology was the key to managing successful growth. The requirement was a solution that provided a flow of information across the company about what was really happening to their customers and products.

Solution: A totally integrated Microsoft Dynamics™ NAV solution provided the base for an e-commerce system that provided their dealers with improved access to information. The e-business solution had to cater for access to ordering and financial information from the dealer community sales channels. The solution was built using Microsoft .NET components using a Joint Rapid Application Development (JRAD) methodology. This enabled the dealer connection web-site to be quickly established. At the same time, seamless links were established with the Microsoft Dynamics™ NAV business management system.

Benefits: The solution provided dealers with on-line access to the key information that helped them to manage their businesses. Once logged into the system, dealers could check on stock availability, place orders, interrogate the activitations system and view their commission payments.

"Our partnership approach with our dealers means that it is vital to keep them informed of changes to either the costs or delivery timing of orders undertaken on their behalf. This was extremely difficult and time consuming under the old way of working. The Microsoft Dynamics™ NAV suite and tailored billing solution handled this superbly. However, we saw the ecommerce initiative as a vital aid in improving our dealer service. "We were delighted at how quickly and efficiently Anglia Business Solutions designed and deployed the on line solution. We had heard of the .NET concepts but didn't realise how powerful they were until this system was implemented."

Nick Hall, IT Manager, Redstone Mobile

This solution won Best UK SME Internet Solution 2003 at the UK Channel Network Awards

Anglia's Cambridge Headquarters

To learn more about systems that help you to compete by connecting your customers, interacting with your business partners and empowering your employees contact:

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