



Customised Flanges and Pipe Fittings

case study

Microsoft Dynamics AX & Syscom help Alexander Comley to improve its quality processes & expand the business

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I am impressed by the reporting functionality in Microsoft

Dynamics AX, it allows me to now have complete visibility over the business. It is very user friendly and we have cut administration time and operational costs down significantly.

The move to Dynamics AX with Syscom was definitely the right decision. Syscom's experience in the Manufacturing sector and business process optimisation techniques has been invaluable, enabling us to streamline our business. Their patience & understanding when training our staff was also important to us.

Chris Bourne-Hallett
Managing Director

Alexander Comley Ltd was established in 1920 and subsequently became one of the pioneers of stainless steel manufacturing. Today it is a leading British-based company, located in the West Midlands. The company specialises in the manufacture of customised, high integrity flanges and pipe fittings in stainless steel, duplex and high-nickel alloys. The company supplies many blue chip customers in the oil and gas, defence and marine, petrochemical, power generation and process plant sectors; and has a reputation for providing high quality products with a wide spectrum of high tech equipment and service with short timeframes.

Key to their continued success and growth, with over a years worth of history in their system and after one of the fastest UK implementations—6 weeks, is their new business management solution, Microsoft Dynamics AX, implemented by Syscom PLC a Microsoft Gold Partner. The comprehensive solution has enabled Alexander Comley to significantly improve business intelligence, increase efficiency and enhance company-wide collaboration. They currently have a very strong order book that has increased by over 20% since they started to use the software.

The Company

Alexander Comley decided to review the software market for an integrated ERP system with the functionality and flexibility to support its growth as their old system, Multisoft was unsupported and inflexible. It was vital that the new system encompassed the entire organisation for efficient sharing of information and to minimise duplication of efforts.

The software

Alexander Comley reviewed the software market for an integrated enterprise resource planning ERP system with the functionality and flexibility to support its growing business both now and into the future. *“We can now easily extract and analyse real-time data and information from across the organisation using Dynamics AX”*, said Chris Bourne-Hallett, Managing Director of Alexander Comley. *“It helps me keep on top of the*

business in general on a daily basis and provides me with fantastic visibility. The increase in efficiency and improvements in company-wide collaboration are excellent”.

Traceability/Certification ISO 9001:2008

One of the main advantages of Microsoft Dynamics AX is that it enables Alexander Comley to provide complete traceability of products throughout its entire life-cycle. Should any critical faults arise, the company can be traced to the source. This is one of the major pre-requisites of the ISO 9001:2008 standard that the company adhere to on a daily basis and is demanded by modern industry.



Syscom PLC is also an ISO 9001 registered company

Key areas of functionality

Accounts

"The entire accounts function has been streamlined and is much easier to manage in Dynamics AX", said Dawn, Accounts Assistant. *"The ability to email and fax statements and invoices automatically straight out of the system is great. It's easier to find things and speeds processes up. I find that the ability to have multiple screens open at the same time helps me to deal with queries much quicker".* She continued, *"the standard reports in the system are also very comprehensive".*

Sales

Sales history and detailed customer information are now stored on the system, enabling staff to place orders swiftly and efficiently using correct stock, price and lead time information. This has resulted in improved customer service levels.

Summary

Alexander Comley is holding its own in the market place, is investing in new high tech machinery and taken on new staff to cope with demand. Staff continuity and a low retention rate is important to the company as they continue to expand.

The Microsoft Dynamics AX standard software was implemented with very little tailoring required to suit the company. *"For us it was absolutely the right time to invest in software that will provide a foundation for growth",* said Chris. *"Our continuous investment in technology to support our experienced workforce, alongside our understanding of customers' requirements, allows us to continue providing market leading turnaround times and helps differentiate us from our competitors".*

He concluded, *"we are well-positioned to meet an upturn in the economic recovery".*

www.alexandercomley.com

BENEFITS OVERVIEW

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Stable environment • Reduced cost • Improved productivity & efficiency
• Promotes company-wide integration and collaboration • Reduced duplication of effort • Processes large amounts of data quickly and efficiently
• Working in partnership with Syscom to grow and develop the business • Improved accuracy • Greater Customer Satisfaction • Low return rates • Staff retention • Excellent reporting • Records cast numbers • Provides traceability



Syscom IT Network & Hardware Support

How much IT downtime can your business afford?



To ensure the smooth operation of Microsoft Dynamics AX ERP, Alexander Comley decided to sign up for IT Network & Hardware Support Services provided by Syscom.

Fred, IT Supervisor, said "The network support we get from Syscom is fantastic! They really understand our business requirements and react quickly and efficiently to deal with any issues that arise".

The service provides Alexander Comley with:-

- A cost effective method of fixing IT expenditure.
- Peace of mind knowing that the network is monitored 24/7 and looked after by Microsoft Certified Engineers.
- On-site visits.
- Help planning and delivering key IT projects.

Proactive monitoring, early problem diagnosis and preventative measures taken by Syscom helps Alexander Comley to achieve optimal productivity from their hardware and infrastructure, which in turn minimises the risk of costly disruptions to their business operations.

Call 01384 344244 for your IT review with a Microsoft Certified Engineer.