



Microsoft Dynamics Customer Solution Case Study



Overview

Country or Region: India, Canada

Industry: Manufacturing

Customer Profile

Sunrise Kitchens Ltd. has been designing and manufacturing kitchen cabinets for over 25 years. With manufacturing operations mainly in Canada, the company had annual sales revenue of CAD 10 Million in the last financial year.

Business Situation

Sunrise Kitchens had separate software to manage inventory, business operations and finance, and consequently, there was no integration. The company realized that disparate applications were not scalable and were hindering business growth. It needed an efficient system to facilitate seamless integration across the organization.

Solution

With the help of Microsoft® Certified Partner, Atna Technologies, the company deployed Microsoft® Dynamics™ NAV 4.0, which offered a cost effective solution that met all its business needs.

Benefits

- Integrates business processes
- Provides faster order to production cycle
- Optimizes inventory management by 30 percent
- Empowers multiuser environment
- Reduces financial closing time
- Streamlines business operations

Custom Kitchen Cabinetry Manufacturer Integrates Operations and Inventory, Builds Foundation for Growth

“Microsoft® Dynamics™ NAV 4.0 has integrated our business processes, which ensures that everyone has the latest, most accurate information. Employees are able to do their work faster and more accurately thus improving productivity by over 50 percent.”

Paul Bhogal, Managing Director, Sunrise Kitchens Ltd.

Sunrise Kitchens, a leading manufacturer of kitchen cabinets since 1983, has grown by virtue of its reputation as a trusted and friendly company that provides consistent quality products and service in the wood manufacturing industry. For its order processing, inventory, and finance needs, the company was relying on various packages, but its main handicap was that these were not integrated and the main order processing system was a single user application. It was thus struggling to keep pace with its manufacturing and financial process requirements. The company realized the need for a centrally hosted Enterprise Resource Planning (ERP) solution, a solution that would provide business process efficiency within the organization. Sunrise Kitchens partnered with Microsoft® Certified Partner, Atna Technologies, to implement Microsoft® Dynamics™ NAV 4.0 at its headquarters in Surrey, Canada and at the three subsidiaries in Surrey and Coimbatore, India. The new system has helped the company to achieve full integration of its systems and processes. In addition, the multi-user mode solution has reduced the cycle time for order flow from sale to manufacturing considerably.



“With Microsoft® Dynamics™ NAV 4.0 we now have improved insight into our business processes as well as instant availability of real-time management information, which is held centrally in the system. As a result, employees can make the right decisions and ensure improvement in productivity and customer satisfaction. We are now contemplating going for a second shift as our order entry cycle time has drastically reduced. This has also enhanced flexibility of manufacturing operations.

Paul Bhogal, Managing Director, Sunrise Kitchens Ltd.

Situation

Sunrise Kitchens Ltd. specializes in custom kitchen cabinetry for luxury homes. It provides a wide array of services, including on-site measurement and meeting, dimensioned plans and elevations, professional installation and after-sales service. The company employs over 60 employees and all of them are well experienced and skilled in their responsibilities. It has recently equipped its factory with state-of-the-art automated cabinet making machinery. It is with this automated machinery and with efficient processes from estimation, to installation, to after-sales service, that enables it to proudly announce that it can fully supply and support multi-family home builders.

With its showroom located in Surrey, Sunrise Kitchens ships anywhere in Canada, the United States, Mexico, Europe, South America and the Middle East. The company has a marketing office in Coimbatore, India, with three main subsidiaries namely Chateau Designs (manufacturer of wood molds used in construction or cabinet industry), Canam Doors (manufacturer of wooden doors used in cabinet industry) and Sunrise Installations (specialists in installation of kitchen cabinets).

Sunrise Kitchens relied on separate systems to run its operations. It was using a Paradox (Corel) based application called Cabinet Manufacturing System (CMS) to handle its manufacturing requirements. This was a single user system. 2020 design, standalone cabinet design software was also being used mainly for designing kitchen cabinets and preparing initial quotes to prospective customers. QuickBooks, another standalone system was used for all its financial requirements. Other solutions used were – Ardis, a specialized software for optimizing cutting of rectangular shapes, and Aspen, used for programming of CNC machine at

Sunrise. There was no system available for inventory control.

At its subsidiaries, Sunrise Kitchens was using disparate applications to manage its finance and inventory operations. These lead to lack of cohesiveness and transparency in data. In addition, costing data was manually calculated and therefore was largely inaccurate.

The company was facing numerous other challenges such as lack of visibility across supply chain, difficulty in tracking finished products and on time delivery performance, duplication of data, and lack of visibility of order flow in the shop floor.

Sunrise Kitchens realized the need for a centralized, multiuser business solution that could provide integrated information, streamline processes, and enhance its operational efficiencies.

Solution

Sunrise Kitchens had several factors in mind in evaluating the right system in order to integrate its various operations, and accelerate productivity. After considering numerous ERP solutions, including Sage Accpac ERP, and Cabinet ware, the company chose Microsoft® Dynamics™ NAV 4.0 business solution and teamed with Microsoft® Certified Partner, Atna Technologies to implement the solution.

“We were looking for a flexible and scalable solution to support our operations,” says Ramesh Jasrotia, Finance Controller, Sunrise Kitchens. “Besides a strong solution to handle cabinet manufacturing with integrated financial management capability, we needed a cost-effective business solution.” He adds, “Considering our business environment and the unique kitchen cabinet manufacturing process, Microsoft® Dynamics™ NAV 4.0 is

best suited to address current business issues. It is designed for Small and Medium Enterprises (SMEs), has requisite functionalities, is easy to use, and has the lowest total cost of ownership amongst comparable ERPs.”

The integrated system provides manufacturing and finance capabilities along with improved supply chain visibility and inventory management. It also ensures integration with group companies - Canam Doors, Chateau Designs, and Sunrise Installations. It is tailored to Sunrise Kitchen’s business process with capabilities to handle specific kitchen cabinet manufacturing environment. Additionally, the solution has significantly reduced cycle time for sales order data to manufacturing data.

The system is capable of reading the 2020 design output (in XML form) to ensure faster data transfer. It also provides output data in text format to the optimization software (Ardis) which helps in reduced wastage of raw material.

A.B. Sidana, Director, Chateau Designs Inc., says, “Microsoft® Dynamics™ NAV 4.0 is the perfect solution for expanding businesses that operate in multiple countries and need to consolidate business data quickly and accurately. It offers a completely integrated solution that supports the long-term growth of the company.”

The project started in April 2008 and went live in just four months on 1st August 2008 at Sunrise Kitchens, Sunrise Installations, and Canam Doors. At Chateau Designs it went live on 1st September 2008. The Sales and Marketing, Purchase, Manufacturing, and Finance modules were implemented across Sunrise Kitchens, Sunrise Installations, Canam Doors, and Chateau Designs.

The following key customizations were done to cater to the specific needs of the company:

- Sales order customization to allow cabinet customizations within Dynamics NAV
- Generation of cut-list based on the cabinet customization, thereby automating production bill of material
- Output to Ardis (CNC machine) for optimization of usage of material
- Comprehensive pricing logic for cabinets in sales orders
- An XML output from 2020 design ensures Dynamics NAV sales order can be read automatically and put into production
- Intercompany customizations include dimension data of doors to flow from Sunrise Kitchens to Canam Doors to ensure data flows seamlessly

The solution addresses some unique requirements of the company including, integrated system needs of all functions of the organization, intercompany transactions to avoid duplicate data entry, and inventory control.

“Microsoft® Dynamics™ NAV 4.0 has streamlined our critical business operations,” says Kabir Singh, Project Manager, Sunrise Kitchens. “This has enabled us to improve our processes significantly, get a clearer understanding of operations, and make smart business decisions.”

Benefits

The move towards an enterprise-wide system has delivered definite benefits for Sunrise Kitchens. The solution has helped the company to streamline its workflow processes, reduce operational costs, and improve user management and administration.

Integrates Business Processes

The Microsoft® Dynamics™ NAV 4.0 solution provides total integration. It enables

employees to track and access information across the various departments with ease. This ensures that everyone has the latest, most accurate information. The integrated system is fully geared to produce full financial statements and any reports required.

Harjinder Bhogal, Accounts Manager, Sunrise Kitchens, says, "Our employees are able to do their work faster and more accurately. There is a consistent flow of accurate and easy to access data within all the departments. This has improved the decision making process, resulting in increased effectiveness."

Provides Faster Order to Production Cycle

As a fully integrated solution, Microsoft® Dynamics™ NAV 4.0 has significantly reduced the order cycle time thus improving the flexibility of manufacturing. The integrated environment has ensured better supply chain visibility and dispensed the need of disparate systems.

Multiple designers transfer the cabinet design information to NAV Sales order menu simultaneously so that production planners can consider these orders for planning thus resulting in faster order processing and significantly reducing the sales order to production order cycle time.

Optimizes Inventory Management by 30 Percent

With Microsoft® Dynamics™ NAV 4.0, there is total visibility in both incoming and outgoing inventory. This enables the management to have access to more accurate information, which in turn results in accurately tracking all the inventory items. "We are now able to manage our inventory better and our stock holding is more accurate," says Steve, Production Manager, Sunrise Kitchens. "Greater inventory accuracy has translated into an impressive 30 percent reduction in on-hand inventory."

Empowers Multiuser Environment

Microsoft® Dynamics™ NAV 4.0, a multiuser mode solution, enables multiple people to enter sales order data simultaneously. This reduces the cycle time for order flow from sale to manufacturing considerably. The solution has resulted in increased number of hours of operations. Second shift has been introduced in production, which results in better resource utilization.

Reduces Financial Closing Time

"Our month-end closing used to take at least one and a half week, using QuickBooks and spreadsheets and relying on disparate applications," says Ramesh Jasrotia, Finance Controller, Sunrise Kitchens. "This caused much delay in management reporting and impeded management's ability in making fast business investment decisions."

With Microsoft® Dynamics™ NAV 4.0, the company has now brought the month-end closing cycles down to four days.

Streamlines Business Operations

Microsoft® Dynamics™ NAV 4.0 centralizes all financial, inventory, sales, and purchasing data in a centralized database that can be accessed by any authorized user, from any location. Managers always have access to current and correct information, which improves data visibility and decision-making across the entire company.

"The centralized database provides up-to-the-minute operational data for all authorized employees," says Amarjit, IT Manager, Sunrise Kitchens. "The ability to access, use and share information in an efficient and relevant manner helps us improve business performance."

For More Information

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For more information about Sunrise Kitchens products and services, call +1 604 597 0364 or visit the Web site at:

www.sunrisekitchens.com

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About Atna Technologies

ATNA Technologies brings the best practices in Microsoft Business Solutions by effective consulting and superior understanding of customer needs. This Complete Solution is tailored to meet the needs of every company. With a unique combination of consulting and superior delivery skills the customer is assured of the APICS best practices in the industry backed by superior technology from Microsoft Business Solutions. ATNA's robust implementation methodology ensures best value for money and faster ROI. ATNA's team of highly experienced consultants brings true value to customer and helps realize their higher return on investments through a consultative implementation approach. This ensures that the total solution provided by ATNA addresses the core issues of the organization. A true combination of partnership and professionalism epitomizes ATNA's value system.

Microsoft Dynamics is a line of integrated, adaptable business management solutions that enables you and your people to make business decisions with greater confidence. Microsoft Dynamics works like familiar Microsoft software such as Microsoft Office, which means less of a learning curve for your people, so they can get up and running quickly and focus on what's most important. And because it is from Microsoft, it easily works with the systems that your company already has implemented. By automating and streamlining financial, customer relationship, and supply chain processes, Microsoft Dynamics brings together people, processes, and technologies, increasing the productivity and effectiveness of your business, and helping you drive business success.

For more information about Microsoft Dynamics, go to:

www.microsoft.com/dynamics

Software and Services

- Microsoft Dynamics
 - Microsoft Dynamics NAV 4.0

Hardware

- Server: Intel® Xeon® CPU, 2 Quad Core Processors @ 2.50 GHz, 4 GB RAM
- Desktop: Intel® Centrino Dual Core Processors @ 2.50 GHz, 1 GB RAM

Partner

- Atna Technologies India Pvt. Ltd.

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