LINCO®
FOOD SYSTEMS

CUSTOMER:
Linco Food Systems Pty Ltd

INDUSTRY:
Wholesale Trade

LOCATION:
Sydney, Australia

PRODUCT:
Microsoft Dynamics NAV

> "We needed a local supplier, and Enabling had a good reputation and experience with installing NAV. Our relationship with Enabling has been very good, and we have a single point of contact to discuss our requirements. Everything is done immediately."
>
> ALISON O'NEILL – CUSTOMER SERVICE MANAGER, LINCO FOOD SYSTEMS PTY LTD

THE SCENARIO

Linco Food Systems Pty. Ltd is an Australian based company providing plant and equipment to the poultry processing industries of Australia, New Zealand and the South Pacific. Linco installations have been involved in everything from hundreds of individual machine installations up to complete plants. It also provides packaging solutions. The company has been growing rapidly and has opened offices in Melbourne, Brisbane and Adelaide for sales and service. Linco is a complex operation involving management of thousands of spare parts, ensuring adequate inventory control, and cataloguing and retrieving technical diagrams.

THE REQUIREMENT

Linco Food Systems Pty. Ltd imports and installs large equipment, designs installations and provides training, service and maintenance. It is a high value, low volume business that involves considerable complexity, and operates within a regulated environment. Linco's main supplier is located in Denmark. It also works with a variety of other global suppliers. The company has been growing rapidly during the past several years, leading to a need to re-evaluate its IT solutions.

Linco needed to replace its aging accounting system, which was no longer able to meet business requirements or keep up with company growth. The system was not upgradeable, and the company had come to rely upon numerous spreadsheets to collect and analyse data. This took a great deal of time, was subject to errors, and could not scale to keep up with the needs of the firm. They wanted a solution that would meet the unique needs of their business, including capability to integrate with a solution already in place with their Danish supplier.

Key requirements of a solution for Linco include:

- Capability to manage thousands of spare parts, ensuring availability without holding excess stock
- Cataloguing and easy retrieval of technical documents to support the operation.
- Accurate tracking of inventory and project costs
- Ease of use and integration with current Microsoft Office tools, particularly MS Excel spreadsheets and MS Word
- Reasonable cost for a small business

ABOUT LINCO

Linco Food Systems was established in Sydney in 1975 to service the poultry processing industry in Australia, New Zealand and the South Pacific. Linco has a product range of carefully selected equipment to provide solutions to their target market. In 1995 a Packaging Division was created to service the needs of existing customers.

Linco has design drafting capability to create solutions from concept to the end result. It provides support for installation, training, and commissioning of equipment, as well as service and maintenance. Adding to its local expertise, Linco maintains a worldwide network of connections through the manufacturers that the company represents and their global sales and services offices.

With rapid growth Linco has opened sales and service offices in Melbourne and Brisbane. Through its dedicated team, it is the company's mission to create long-term partnerships with customers.

ABOUT ENABLING

Enabling is the recognised leader in the provision and support of business management applications throughout Australia and New Zealand, especially in the areas of technical and development expertise, solution design and long-term customer service. With offices in Melbourne, Sydney, Brisbane, Auckland, Wellington and Christchurch we have both strength in numbers and depth of expertise to support organisations of all sizes and with a multitude of requirements.

PRODUCT CHOICE
- Microsoft Dynamics NAV

- Capability to be customised to meet unique business requirements.
- Ease of integration with systems in place at the major supplier
- Scalability to meet the needs of a growing enterprise.

With rapid growth, the company required a solution that could meet its needs, and it was essential to have a reliable partner to implement the solution. The product selected was Microsoft Dynamics NAV, and the partner was Enabling.

THE SOLUTION
Microsoft Dynamics NAV customisation, ease of operation, and ready integration with Microsoft Office Suite were key selling points. Additionally, this was the same system in use at their major supplier, simplifying transfer of data for equipment orders. The Danish company provided a model implementation that demonstrated how well the system works within this industry. To kick off the project, Customer Service Manager Alison O'Neill visited the Danish operation to see the system in operation. She came back satisfied that it was able to perform the tasks that were asked of it.

Microsoft Dynamics NAV is a business management solution that is easy to use and customisable. It is targeted at small and mid-sized organisations and provides a familiar user experience that resembles the Microsoft Office Suite. It provides a great deal of flexibility, and users can select only those functions that they need. It can operate with its own database system, or use Microsoft SQL Server. Areas supported are:

- Financial Management
- Manufacturing
- Distribution
- Customer Relationship Management (CRM)
- Service Management
- E-Business Solutions.

The Microsoft Dynamics NAV components in use at Linco primarily support financial management, distribution and sales and marketing, although other elements, such as job management, are also in use. Initial planning for installing the system began in 2005, and it went live in mid 2007. Implementation went very smoothly due to extensive planning. Customisations required included work in financial reporting and prepayment setups. There were also customisations to drill down to specific stored drawings, and in financial reporting. Enabling took on the job with the goal of finishing by the end of the fiscal year. It finished two months ahead of schedule.

THE RESULTS
NAV is now running on a server in a central location for all Linco offices. Centralising data input and reducing the number of operators has improved security, as well as ensuring accuracy, accountability and making the solution more manageable. Once installed, NAV has required little maintenance and continues to provide a solid and stable solution to Linco's IT requirements.

Since NAV was installed, Linco has seen immediate results. "Some of the specific benefits have included flexibility, which has freed up time that can be better spent on sales. NAV has also made data easier to manage, extract and present. Its integration with MS Office has also helped, particularly with Excel spreadsheets. But the biggest benefits are from saving time over the spreadsheet-based manual processes that we previously."

THE FUTURE
Linco continues to grow, and its relationship with Enabling ensures that it can continue to scale its IT solution to expanding requirements.