

## Fiberweb Geosynthetics Ltd.

*Following the acquisition of Boddingtons Limited, we were faced with a large task of moving all worldwide legacy systems onto a common platform within a tough timescale. Adept have been very flexible with these requirements, were able to offer the resource and worked well to achieve all of our deadlines.*

*During this transition of our business we have employed several new members of staff, and the Role Tailored Client in comparison to the Classic Client has significantly improved the learning curve for people new to NAV. This gives us an up-to-date and solid platform to help grow the business further.*

*Rob Jackson IT Manager, Fiberweb Geosynthetics Ltd.*

## The Client

**Fiberweb PLC** is a manufacturer of specialist non-woven fabrics supplying many industrial sectors including construction, filtration, automotive, landscaping and hygiene. It operates across six continents with the Head Office based in Richmond, London.

In 2010 Fiberweb acquired Boddingtons Ltd to increase its portfolio of products and widen its opportunities worldwide. Boddingtons, based in Maldon, Essex was operating in Germany, USA and Australia manufacturing specialised thermoplastic films, meshes and nets and sold to over 60 countries. It had been using Microsoft Dynamics NAV since 2005.

## The Challenge

As often happens when organisations merge, they operated different legacy systems and wanted to move quickly to operate with one common platform. They needed a consistent base to build upon to support joint operating procedures, with data in a one accessible format, and to minimise the support and training overheads.

There were some areas of commonality between operating countries, such as products being manufactured in the UK and sold in Germany, USA and Australia; however in the legacy systems they had different reference numbers and descriptions which lead to confusion and difficulties in comparative reporting.

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## The Solution

Boddingtons had been successfully using Dynamics NAV version 4 since 2005 and were happy with the way it supported their whole operation so it made sense to use the tried and tested option. Fiberweb decided to replace all of the existing legacy systems with the newly released Microsoft Dynamics NAV 2009 R2 and brought the isolated information sources which didn't communicate with each other into one reportable and useable format.

## Upgrade

Microsoft released Dynamics NAV 2009 R2 on 16<sup>th</sup> December 2010. Fiberweb wanted to move quickly with a go live date of 14<sup>th</sup> February for the UK upgrade; this was only seven working weeks away and quite a challenge as the requisites included:

- ❖ Technical upgrade from version 4.0
- ❖ Conversion from Classic Client to Role Tailored Client (RTC)
- ❖ User training for the new RTC
- ❖ Testing and roll out

The upgrade went live on the 14<sup>th</sup> February with development costs within budget.

## Item Database

A new Item Database was required to ensure common item numbers and descriptions between each country. New items are created in this database and "common" fields which relate to all countries, such as barcode numbers, descriptions, etc., are populated. Other fields are maintained in the individual country databases as they are specific to each country such as costs and prices.

Data is automatically synchronised using XML messages. If connectivity between the databases is unavailable then messages are queued up and processed when the connection is restored.

This database went live on 25<sup>th</sup> February 2011

## Roll out to other countries

The roll out to other countries followed:

- ❖ Germany on 1<sup>st</sup> April
- ❖ USA on 1<sup>st</sup> April
- ❖ Australia on 1<sup>st</sup> May

As each country has specific local regulations and tax legislation, localised version of Dynamics NAV were implemented in each country to handle these requirements 'out of the box'.

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Data was taken on from all previous ERP systems

Non-European databases were hosted in local data centres to ensure good access speed for users – particularly an issue for Australia which has relatively slow (high latency) Internet connectivity to the UK.

## Advantages

### **Role Tailored Client**

The Dynamics NAV Role Tailored Client enables users to work within a ‘Role Centre’ which has been designed to bring together all the functionality required for their job. There are 22 roles out of the box ranging from Warehouse Worker to Managing Director, all of which can be further customised to suit individual users, and additional roles can be created as required. Using the Role Tailored Client rather than the original Classic version of NAV reduces the learning curve for new users as the interface is more intuitive and helps day to day tasks to be accomplished quickly and easily.

### **Easy Search facility**

The new search function reduces the time it takes to find less commonly used parts of the system. Entering the name of the function in the search opens it directly, saving users from searching menu after menu looking for it manually.

### **Remote working**

Remote workers no longer require access to a terminal server to use NAV as the RTC can be used directly over the internet. This is accomplished by using the new 3-tier architecture (Client – Service Tier – Server) plus other enhancements introduced by Microsoft with the NAV 2009 R2 release.

### **Common Platform and Reducing Costs**

Having a common platform reduced the costs of training and support as everyone was working on the same system and therefore able to help each other and cross train.

There is the additional benefit that customisation carried out in one country can be used in the others with minimal additional effort. This helps to reduce costs and justify change requests.

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## Other Developments

Since the original implementation early in 2011, other companies have been acquired into the Fiberweb group.

- ❖ Terram, a manufacturer of Geosynthetics fabrics used mainly in ground works which is based in South Wales. They were integrated into Dynamics NAV on 1<sup>st</sup> March 2011.
- ❖ Tubex, a manufacturer of tree guards again based in South Wales. They were integrated on 1<sup>st</sup> November 2011.

Additional NAV modules have been used to support the extended business:

- ❖ Manufacturing, which is currently used by the Tubex part of the company. Manufacturing data (Production BOMs and Routings) have been set up for each item. MPS and MRP planning tools are used to create production plans which satisfy the demand for each product. Production Orders are used to register production output and their associated costs.
- ❖ Service Management is being used to plan and analyse maintenance work carried out in-house by Fiberweb's maintenance department.
- ❖ Integration with Google Maps is assisting planning the logistics of customer deliveries
- ❖ Integration between NAV and additional web shops around the business.

## The Outcome

Having successfully brought the various Geosynthetics companies together both Fiberweb and Adept can be proud of their work with NAV 2009 R2 creating a robust and time enduring, adaptable platform supporting future success across the world.

Terminology for non NAV users:

### Role Tailored client

RTC organises data according to the job function. Everything that is needed is on the screen ready to use. The screen looks clean and uncluttered and is familiar as it looks like other Microsoft Office software. Each user sees what they need to see which keeps them focused and productive. . Role Tailored Clients is set up using one of over twenty available. Users can customise their 'Role' to suit the way they operate without the help of the IT department.