
Whitehouse Leisure Group – upgrading results in operational efficiency and business success

The Client

Whitehouse Leisure, located in Basildon UK are importers and distributors of soft toys and novelty goods to the leisure, amusement and retail trade. Whitehouse have a large product range including plush soft toys, confectionery, games and electronic goods. The company operate across Europe in several different markets and work with some of the largest leisure companies and retailers in the industry.

The Challenge

Whitehouse were using Microsoft NAV (3.7) which had been customised and modified by their previous NAV reseller and was now in need of updating. The proposed upgrade would enable them to access the latest features in the current version and benefit from additional functionality previously not available. This would give them the ability to review their existing practices and systems and make the necessary modifications to improve and increase throughput to meet the ongoing growth of the business.

Whitehouse were particularly interested in system improvements that could be made to CRM, credit control and costings which would lead to increased efficiencies. The advanced dimensions, intercompany modules, CRM and additional reporting features when installed on the latest SQL server would give them a system that was future proof and versatile.

The Solution

Whitehouse wanted a NAV specialist who would spend time to understand the business and appreciate the issues they were facing with a view to providing commercially viable solutions in a suitable time frame that would be scalable over time. Adept Software was appointed to manage the project and upon delivery provide ongoing support. They would be measured by their ability to deliver to a strict schedule with the minimum amount of downtime and within budget.

To ensure Whitehouse's specific requirements were met Adept undertook an in depth review of their current systems and their business requirements. Adept identified that in addition to the NAV upgrade from Version 3.7 to NAV 2009 SP1 SQL Server, Whitehouse also needed some modifications to the new system to meet their business requirements, which included Landed Costs, improved reporting and enhanced use of Dimensions.

Jonathan Beaven is the Group FD at Whitehouse. Having been with the company for 6 years he can boast 22 years experience in the Finance and I.T world and has overseen his fair share of software project installations working with many different developers over that time.

Case Study



“In August 2009, Adept started the project with an anticipated go-live date of October and we are pleased to report that not only was the deadline achieved but more importantly very little downtime or complications arose along the way. It was nice to be able to leave Adept to manage the project and provide the technical skills necessary to implement this system upgrade, delivering an end solution on time and within budget. This gave us a confidence and belief in Adept so that we could build a strong relationship with a view to future projects”

Jon went onto say “Adept were flexible and understood the demands being placed on our business, along with how important it was to deliver a successful solution. The personal nature of their work really made a difference to the service that we received and we could not be happier with the outcome.”

The Outcome

Since the upgrade Whitehouse have embarked on projects to utilise the capabilities of the new system and have developed areas of their business which would not have been possible previously, including an EDI integration project with a customer and integration to their phone system.

Since NAV 2009 was implemented Whitehouse have:

Taken advantage of the business ready licensing and they have several bespoke projects on the go
Implemented Advanced Dimensions, Landed Cost and B2B integration with Adept
Planned projects for CRM, web integration and TAPI management.

“The new system has integrated with the way we do business helping us to excel in a competitive market place, confident in the knowledge that our systems won’t let us down. We continue to work with Adept knowing we can rely on them to deliver the right solutions to help our business grow.”