

SHOUKSMITHS

BUILDING SERVICES ENGINEERS

CASE STUDY



" 4PS knows exactly how to apply the software to our business and clearly knows the construction industry very well"

SHOUKSMITHS
BUILDING SERVICE ENGINEERS
Andrew Stanley *Company Accountant*

About Shouksmiths

Background to Shouksmiths

The company was established in 1820 by Joseph Shouksmith (who became a Freeman of the City of York in 1806). In 1919 J H Shouksmith & Sons Ltd was formed, and became one of the first limited liability companies to operate in York.

Today Shouksmiths offer a full range of mechanical and electrical design and installation services for a wide range of clients in the public and private sector. In addition to this, they also offer maintenance, refrigeration and specialist contract services.

Their history has been one of acquisition:

- Turner & Pritchard Ltd. in Gloucester
- H Morfitt & Son Ltd of Leeds (1976)
- Briggs & Hunt of Worksop (1985 - which is now Shouksmiths Sheffield)
- Keda Plumbing Company Ltd in Bolton (2006)
- KLG Refrigeration (2010)

The company works nationally for clients and has now focused its operational bases in York, Sheffield and Leeds.

SHOUKSMITHS

BUILDING SERVICES
ENGINEERS

Did you meet your objectives?

Most definitely, Microsoft Dynamics NAV 4PS Construct has ticked all the boxes and more.

Do you have any measurable data which shows an improvement in your business since implementing 4PS Construct?

The biggest impact has been there hasn't been one minute of downtime since we implemented Dynamics NAV/4PS and that was one of our biggest problems. For example, we would lose key reports for weeks and users couldn't operate on a day to day basis which has been completely eradicated with Dynamics NAV/4PS.

In fact, if I think back, I now don't know how we managed this aspect at all and still managed to keep going. It's difficult to measure how much more we've been able to do in terms of the business and strategic decisions we've made now we have access to our data. We can also deliver that data to key people in a format we can understand and easily use.

What has been the single biggest benefit to your business?

It's interesting that the reliable day to day running of the system with no down time has raised staff morale. Due to this, the workforce want to engage with the system more and more and are pushing the business to take more advantage of Dynamics NAV/4PS. They've had their eyes opened to the limitations of the old system so improvements and refinements

are continually being made driven, quite often, by the users.

What were the top three reasons for choosing Microsoft Dynamics NAV 4PS Construct?

1. It did have bearing for us that it was a Microsoft product and it could be easily interfaced to other products.

2. All the users said it looked easier to use when we showed it to them.

3. It seemed to cover all our functional needs.

Was there anything 4PS Construct offered you that other products couldn't?

Yes. In the end it came down to Pegasus Opera and Dynamics NAV and it became apparent that Pegasus could not offer the repair and maintenance option 'under one roof' whereas this was a standard function for Dynamics NAV/4PS.

What were the top three reasons for choosing 4PS?

1. We all thought the team came across really well in terms of credibility from start to finish.

2. They knew exactly how to apply the software to our business and clearly knew the construction industry very well.

3. We appreciated their honesty. If something couldn't be done, they told us. Even if it was something we perhaps didn't want to hear.

"4PS Construct ticked all the boxes and more"

Why did you feel needed to move from your old system?

We were using Summit from Red Sky. It was an old piece of software which was bug ridden, difficult to extract data from and it couldn't be interfaced with other products. This caused us many day to day issues and there were also extensive periods of time when the system was down and unusable. Also, the way licences were sold was very inflexible and the pricing model they used meant that even trying to buy one licence was very long winded and expensive.

What top three objectives did you want to meet with a replacement system?

1. Bug free, reliable, robust.
2. Easy to extract information from.
3. User friendly and intuitive

What other products did you look at?

We looked at everything! We knew that moving from Summit would be an upheaval for the business and so wanted to make sure it was going to be worthwhile. However, after lots of research, we ended up with a short list of three: Dynamics NAV/4PS; Pegasus Opera and Sage.

What key piece of advice would you give others implementing 4PS Construct?

The most arduous thing was getting our data into Dynamics NAV/4PS but one of the most important parts of the project. I would advise anybody to leave plenty of time to get your old system data set-up right in Dynamics NAV/4PS. I have to say, 4PS didn't always say everything we wanted to hear but they gave us good solid advice which meant we avoided some pitfalls.

How long did it take you from project start to go live?

Five months.

Did 4PS support you well through the implementation?

I feel so yes. The training sessions were impressive and, although there's no way you can cover everything, we covered an awful lot. We found there were no major surprises when we went live.

In terms of actual Go Live we had 4PS people on site with us and this was really good and put the users at ease. The other aspect was the Support Hotline. They did well responding to any issues we had however small.

"I have to say, 4PS didn't always say everything we wanted to hear, but they gave us good solid advice which meant we avoided some pitfalls"

