INTERGRAPH EUROPE

Solution Overview

Industry
Business Services

Microsoft Business Solutions Partner
Nolan Computers Limited
Fleet, Hampshire, England

Scenario
The need for a streamlined, efficient, and customizable solution that provided commonality of business processes and standardized reporting across 18 European countries led Intergraph Europe to search for a new business management solution.

Company Profile
Intergraph Europe, a subsidiary of Intergraph Corporation, is worldwide provider of technical solutions, systems integration, and services.

Benefits
Using Microsoft Business Solutions–Great Plains, Intergraph Europe can now generate their consolidated reports more accurately and quickly.

Software Used
Microsoft Business Solutions–Great Plains
    Financial Management
    Supply Chain Management
    HR Management
    Project Management
    Customization Tools
    Analytics

Demographic Information (Intergraph Europe):
Annual Revenue: $130 million USD
Number of Employees: 700
Number of Users: 85
Number of Sites: 18

Migrated from: Legacy stand-alone system

Intergraph Europe consists of 18 regional offices—all being part of Intergraph Corporation, a worldwide provider of technical solutions, systems integration, and services. Intergraph Europe needed a software solution that was efficient and customizable, and could leverage reporting standards across all their European sites.

Headquartered in Huntsville, Alabama, Intergraph Corporation is backed by more than 30 years of industry leadership, technology innovation, and a global service infrastructure. Intergraph does business in more than 60 countries throughout the Americas, Europe, Asia-Pacific, and the Middle East.

Intergraph's focus is on providing technical software, systems integration, and a variety of services to industries in which Intergraph is a leading vendor. These industries include local and federal government, transportation, mapping/GIS, earth imaging, utilities, communications, and public safety. In all of these industries, Intergraph has open, industry-standard products that enable customers to acquire, share, and re-use design and mapping data over the Internet. In this new age of collaboration made possible by the Internet, Intergraph's products bring an unparalleled level of support to large, and complex projects where sharing data among teams is critical.

Special Requirements Led to a New Solution

Intergraph Europe, headquartered in Hoofddorp of the Netherlands, was operating on a legacy system with a decentralized, non-integrated financial, sales order and purchase order solution that was complex and costly to manage. Because of their many requirements—among them the need for customizable software; multicurrency capabilities, including the Euro; and standardized reporting across their European sites—the United Kingdom and Germany offices moved to Microsoft® Business Solutions–Great Plains® in 1998. In 1999 the new system was being used in 16 countries on five separate servers, and by the end of 2001, all sites were being centrally facilitated out of their European headquarters.

A collaborative effort with Nolan Computers Ltd. of England—their Microsoft Business Solutions partner—and Intergraph's commitment and dedication of internal resources was necessary to successfully carry out this multi-national project. Intergraph Europe tests new functionality from Nolan Computers, and they have a team of specialists who maintain the system throughout Europe and provide frontline support. Quarterly user group meetings also give users a chance to provide feedback and create new ideas to unlock the potential of the system.

Intergraph Europe's MIS team has a strong focus on delivering Web-enabled solutions leading to a dedicated Web site to support all their Microsoft Business Solutions users by providing online reporting, standard procedures, frequently asked questions, user guides, technical documentation, and issue tracking.

Microsoft®
Great Plains
Business Solutions

Utilizing XML delivered transparent exchange of business documents with their counterparts in the United States.

Customized Software Rounds out their New Solution

Intergraph Europe worked closely with, Nolan Computers to create customized applications. Nolan Computers provided them with solutions to improve and enhance the flexibility and durability of their Microsoft Business Solutions system to fulfill their complete business strategy.

In addition to the standard Microsoft Business Solutions software, Intergraph Europe utilizes modifications from Nolan Computers to support their business flows. These modifications are based on Nolan Computers' products: SOP Import and Advanced Sales Order Processing, as well as a customized interface:

- Sales Order Processing import allows the automatic creation of sales orders from their in-house quoting system utilizing a globally centralized price book.
- Order Transfer to Purchase Order Processing to maintain the relationship between purchase orders and sales orders.
- Purchase Receipts import to enable the automatic import of purchase receipts and to update the relevant originating sales orders.
- Other utilities and inquiries were developed to maintain the integrity between the Purchase Order Processing and Sales Order Processing modules.
- Billing interface that processes billing information from their contracting application for creating customer invoices and maintaining receivables.

Benefits Realized

Intergraph Europe has reaped the benefits from their new system in several ways. The tight integration between the logistics and the financials, which did not exist before, has eliminated double-entry of invoices and increased accuracy. As an example, sales invoices are now being posted to the General Ledger module, while before they had to enter them manually into their sales system and then again in their ledger. Thus, Intergraph's invoicing cycle has been shortened by two days—which puts money in their bank instead of in their customers' banks.

Being able to run all 18 sites from one physical location reduced their payroll expenses by five FTE's. And because Intergraph Europe is realizing a commonality of reporting across their sites in Europe, this has shortened their monthly reporting time by 60%—from 10 days to four days; and chopped the time spent on reporting consolidation by half—from four days to two.

"[Microsoft Business Solutions–Great Plains] delivers a commonality across Europe; it has led to timely reporting, frequency and ease of integration with other business applications," says Peter Wolff, MIS Director of Intergraph Europe. "In the beginning there was almost a riot when employees had to abandon their old systems. We had to tear down kingdoms and people thought they were controlled

and big brother was watching. Now people are quite happy with the solution as it is currently. So that's a very positive thing."