



## ADVANCED VENTILATION

### FAMILY BUSINESS IMPROVES OPERATIONS WITH SAP® BUSINESS ONE APPLICATION

“Because SAP Business One provides access to up-to-the-minute financial information, including cash flow, we can make more informed decisions about our business.”

**Jamie McCann**, Managing Director, Advanced Ventilation Ltd.

#### QUICK FACTS

##### Company

- Name: Advanced Ventilation Ltd.
- Location: Bolton, United Kingdom
- Industry: Engineering, construction, and operations
- Products and services: Ventilation installation and service
- Revenue: £2 million (€2.39 million)
- Employees: 65
- Web sites: [www.advancedventilation.co.uk](http://www.advancedventilation.co.uk)  
[www.uclock.co.uk](http://www.uclock.co.uk)
- Implementation Partner: Intelligent Information Systems Ltd.

##### Challenges and Opportunities

- Deliver highest levels of customer satisfaction
- Enhance decision making by providing efficient access to accurate data
- Improve operational efficiency by eliminating need to manually aggregate, input, and analyze data

##### Objectives

- Implement software to satisfy company's unique requirements
- Automate data transfer between applications
- Provide user-friendly reporting interface and graphical reports

##### SAP® Solutions and Services

SAP® Business One application

##### Implementation Highlight

Software used across company and in new spin-off

##### Why SAP

- Flexibility to handle range of information
- Proven with small and midsize companies
- Integration with partner's software system

##### Benefits

- Gained better insight across business
- Reduced time to create reports from hours to mere seconds on average
- Eliminated gaps that led to project delays or oversights
- Reduced time to reconcile stock from 1 day per week to minutes on average
- Lowered time to reconcile job-related information for invoicing from 2 to 3 days each month to minutes on average
- Saved the equivalent of half an employee per day needed to determine project status
- Replaced Microsoft Access database

##### Existing Environment

Sage financial accounting software

When your business is expanding, you need tight control over data and processes. That was the case for Advanced Ventilation Ltd., the exclusive installer in the United Kingdom for domestic ventilation units manufactured by Nuair. As Advanced Ventilation received more and more orders from Nuair – and began pursuing new business opportunities – it recognized the limits of its existing business software. “We were struggling to run our operations efficiently because we were relying on manual processes to manage our data,” explains Jamie McCann, managing director for Advanced Ventilation.

Advanced Ventilation operates two divisions: one focused on installations in new buildings, the other specializing in installations and services in existing properties. Since 2007 the company has installed Nuair solutions in over 45,000 properties throughout mainland United Kingdom. Advanced Ventilation employs 65 people, 50 of whom are installers dispatched throughout the United Kingdom. To improve company-wide operations, it implemented the SAP® Business One application.

### **Losing Time and Falling Behind with Data Management**

As a family business, Advanced Ventilation had initially invested in a few basic business software packages to help it manage financials and other areas of its operations, such as inventory. Complicating matters, the company’s two divisions used different software packages. Throughout the company, employees relied on spreadsheets, e-mails, and faxes to track and exchange information, such as to receive orders, submit invoices, and process customer complaints.

Maintaining control over two sets of information – the data provided by Nuair and the data generated by its own employees – led to numerous issues. “We process about 600 jobs per month. It was a job in itself to manage the project-related information, especially since Nuair sends us information throughout the day,” says McCann.

Advanced Ventilation struggled to measure the performance of its employees, as it lacked comprehensive insight into job progress and customer satisfaction. In fact, some jobs were delayed or altogether overlooked due to difficulties keeping track of information dispersed throughout the organization.

Moreover, it was a nightmare to keep track of stock. Every week, one employee spent a day reconciling stock based on information in the system and data captured on paper. It took another two to three days each month to reconcile job-related information, so the company could properly invoice Nuair. One division implemented a Microsoft Access database as a way to manage

its data, but this measure soon proved ineffective. “The database grew so big that it was continually crashing,” continues McCann.

### **Adopting a Proven Solution for Small and Midsize Companies**

To enhance processes and streamline data management, Advanced Ventilation decided to upgrade its enterprise management system. It considered augmenting its current financial accounting software with a custom-developed solution but quickly dismissed this option. “We’d still need to duplicate efforts to manage data,” says McCann.

Instead, it evaluated a range of software applications that would enable it to manage all business processes. Key among the company’s criteria was that the solution be proven in the market, was supported by a company with a solid reputation, and was flexible enough to handle a range of information. It also wanted a system that could integrate with the software used by Nuair. “We were attracted to SAP after realizing it had a solution for our size company,” continues McCann.

Advanced Ventilation was impressed by the success of other small and midsize companies using SAP Business One. It also liked the fact that the solution could be tailored to address its unique requirements. “We decided to implement SAP Business One 8.8 so we could take advantage of new innovations such as embedded analytics from the SAP BusinessObjects™ portfolio,” explains McCann.



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## Taking Advantage of Partner Expertise

For implementation, the company opted to work with Intelligent Information Systems (IIS) Ltd., a local SAP partner experienced with SAP Business One. McCann appreciated the level of involvement of IIS employees. “By fostering relationships with people throughout our organization to truly understand our needs, IIS helped us develop and implement the best solution. Moreover, it made us aware of functionality we didn’t know existed, enabling us to take full advantage of the deployment,” explains McCann.

In six months, the company went live with SAP Business One. Now the software is being used by employees in both company divisions.

## Dramatically Improving Business Operations

Since going live with SAP Business One, Advanced Ventilation has seen tremendous improvements across its business. With all job-related informa-

The advanced reporting and analytics prove valuable in a number of ways. Managers can now measure employee productivity and operational efficiency by reviewing key performance indicators, including time to complete a job and amount of work completed. Because SAP Crystal Reports® software is integrated into SAP Business One 8.8, Advanced Ventilation employees can access rich graphic reports and forms. Plus, SAP Business One sends an automated e-mail to installation engineers, detailing the amount of project work completed and the amount remaining. “It used to take the equivalent of half an employee to go through 20 to 25 jobs each morning to figure out where we stood with our projects. SAP Business One provides us quick and accurate insight into project status, which helps us stay on track and ultimately boosts customer satisfaction,” explains McCann.

It’s also much easier to get a comprehensive view into operations across the company. In the past, Advanced Ventilation had to perform an SQL query and output data to a spreadsheet for

pivot tables and the ability to drill down into data. “In the new version of SAP Business One, the user interface and reporting are outstanding. You can’t underestimate the value of these features, especially when you’re trying to get staff buy-in on new software,” continues McCann.

## Pursuing New Business Opportunities with Confidence

In addition to improving operations within its existing business, Advanced Ventilation uses SAP Business One in support of new businesses it launches. One of those companies – U-CLOCK – is a spin-off that provides a system enabling companies to manage their remote workforces more cost-efficiently. Through SAP Business One, McCann can view activities at the new company, including real-time updates on appointments and sales. In fact, SAP Business One captures the entire process, from initial call to order. “With this insight, we can pinpoint issues, such as why we might occasionally lose sales, and make adjustments,” explains McCann.

U-CLOCK manufactures the systems it sells. With SAP Business One, the company can manage its stock. With insight into on-hand stock and sales forecasts, the company can determine precisely how many units need to be manufactured at any given time.

“In the past, we’d have questions about launching new products and new companies. With SAP Business One in place, we have a solid foundation for growth and innovation and can confidently pursue new business opportunities.”

Jamie McCann, Managing Director, Advanced Ventilation Ltd.

tion captured in a single system, any employee can get an update at any time with the click of a button.

analysis. Now it can generate the same reports instantly and benefits from much richer functionality, such as built-in

“In the past we based many of our decisions on gut feeling. Because SAP Business One provides access to up-to-the-minute financial information,

including cash flow, we can make more informed decisions about our business. Plus we have the control over our finances and planning needed to effectively deploy new companies," says McCann.

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"In the past, we'd have questions about launching new products and new companies. With SAP Business One in place, we have a solid foundation for growth and innovation and can confidently pursue new business opportunities," concludes McCann.



**Implementation Partner**

Intelligent Information Systems, an SAP gold partner based in the United Kingdom and Ireland, has delivered over 190 implementations of SAP Business One across all industry sectors.

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