


HITACHI
Inspire the Next¹

 Microsoft Dynamics

NSL Case Study

 NSL



 Hitachi Solutions



NSL SKIPS A RELEASE BY UPGRADING FROM MICROSOFT DYNAMICS AX VERSION 4 TO 2012

NSL DELIVERS SERVICES IN REGULATED public environments where it provides the expertise to develop, resource and manage complex outsourced services to achieve its clients' outcomes.

It applies these capabilities across the UK's public and private sectors including local, regional, central government, health, airports and corporate partners. NSL develops ideas to do things better and uses its expertise to make these ideas succeed across a range of services. This includes providing civil and environmental enforcement, street and estate management services to over 60 authorities across the UK including major cities such as London, Birmingham, Manchester, Edinburgh and the entire province of Northern Ireland. Its passenger transport operation includes NHS services (over 2 million passenger journeys a year), air and landside traveler transport (5 million journeys a year) and staff transport. Its business process management teams operate call and control centres and manage fines and tolls for major schemes such as the London congestion charging zone. NSL's consultancy teams produced the transport plans for all London 2012 Olympic Games venues.

“In the first week of go live I was very reassured by how few problems we had. Hitachi Solutions consultants are good quality, pragmatic and understand our business. Their attitude is one of getting the job done which is very reassuring when upgrading your core financial system.”

Simon Curry, Group Financial Controller, NSL

Technology Challenge

Having used Microsoft Dynamics AX version 4.0 for a number of years, NSL were happy that the software solution was stable and reliable and met most of its needs including the support of remote authorisation required by its field based managers, decentralised cost authorisation and contract profit and loss.

NSL require that all key business systems are within mainstream support with the software vendor – this is for reasons of good business practice but also because some contracts with its own customers require it. Microsoft Dynamics AX version 4.0 was coming to the end of mainstream support.

Hitachi Solutions had been NSL's Microsoft Dynamics AX partner since the original implementation and NSL were impressed with the pragmatism of Hitachi Solutions team and their ability to quickly understand NSL's business processes.

Simon Curry, Group Financial Controller, NSL says “We knew it would be a challenge moving from version 4.0 to 2012 - effectively skipping a version. We talked through the options with Hitachi Solutions consultants and they were very honest in their assessment of how challenging this would be. We considered the pros and cons and decided that the benefits of upgrading in one large project rather than two smaller ones outweighed the challenges. We have worked with the consultants at





Hitachi Solutions for a number of years and I had confidence in them delivering this technically complex migration.”

Upgrade from Microsoft Dynamics AX version 4.0 to 2012

A project team from NSL and Hitachi Solutions worked closely together to understand the differences between the software versions as applicable to NSL, map the complex data migration and build the tools that were needed to perform the upgrade. The upgrade happened over a weekend as it was important to NSL that the transition was made with little to no impact on the business users. Simon Curry continues “It was very positive that we were able to do the migration over a weekend minimising the impact on the business. Both Hitachi Solutions and our own staff were very flexible and during the first week of go live we were very reassured how few problems we had.”

There was no downtime as far as the business users were concerned - the 25 finance users were using version 4 at the close of business on Friday evening and when they logged in on Monday morning the system had changed to version 2012. The 200 web portal users were live by the end of same day.

Following the upgrade NSL’s staff have found that Management Reporter is an easier tool to use than FRX for writing bespoke reports and runs reports extremely quickly making late adjustments during tight reporting timeframes much easier. In addition workflows are also easier to administer and form a core part of the functionality unlike in version 4.0.

The Disaster Recover Project

Once the new system was live, one of NSL’s key clients needed to test the new software in a disaster recovery scenario, to demonstrate that the disaster recovery environment could be brought on within a four hour time frame. The team working on this sub-project worked together to write and document scripts, set up log shipping to copy database entries across and test to ensure that the disaster recovery solution loaded relevant interfaces, transactions were posted and trial balances



WHY HITACHI SOLUTIONS?

Hitachi Solutions is one of the largest, most qualified and highly experienced Microsoft Dynamics consulting firms across the globe, capable of handling complex tier-one displacement projects. Our company's caliber of expertise and commitment to customers is evidenced through our consistent recognition from both Microsoft and industry analysts.

Contact a Hitachi Solutions expert to discuss how our Microsoft Dynamics Solutions can help improve your productivity.

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could be run. The project took four weeks from its inception to be ready for the key clients' team to witness the testing and approve the solution. "I was impressed with Hitachi Solutions consultants' ability to understand and define requirements and to turn them into a fully fledged deliverable – I would go as far to say that the project was flawless. The Hitachi Solutions team approached the project with energy, integrity and when things got tough kept their sense of humour, all of which made them a delight to work with" comments Mike Dent, Project Manager, NSL.

The Disaster Recover Project

NSL's Microsoft Dynamics AX Enterprise Resource Planning (ERP) solution is now in main stream support with their software vendor Microsoft, and will be for a number of years. They have a disaster recovery solution which they are content reached their requirements. A technically challenging upgrade which effectively skipped a version was completed over a weekend with little to no impact on the business users.

"Hitachi Solutions gave us a fixed price for the upgrade to Dynamics AX 2012 and although the project has proved even more complex than originally envisaged they have honoured that price. The technical specialists through to the Vice President responsible for our project were enthusiastic and tenacious throughout" says Hayden Robinson, Finance Director, NSL.

"In the first week of go live I was very reassured by how few problems we had. Hitachi Solutions consultants are good quality, pragmatic and understand our business. Their attitude is one of getting the job done which is very reassuring when upgrading a core financial system" concludes Simon Curry.

MICROSOFT DYNAMICS AX MODULES USED

- General Ledger
- Sales Ledger
- Purchase Ledger
- Fixed Assets
- Procurement and Sourcing
- Product Information Management
- Management Reporter