

# Case study: Owen Springs

Spring manufacturer saves over £5,000 per year and 2 hours per week with Zetadocs for NAV

Part of the OSL Automotive Group, Owen Springs design and manufacture all types of spring for automotive and rail customers across Europe. Formed in 1983 in Rotherham, Owen Springs are the largest manufacturer of springs in the UK and have a technical library of over 6,000 different types of spring.



## The Problem

Following a group acquisition, Owen Springs had been attempting to use an existing management system which did not suit the flexibility of their business. Unable to track jobs from sales through to production and with staff manually chasing the status of jobs, Owen Springs decided to invest in Microsoft Dynamics NAV in April 2009.

Whilst Microsoft Dynamics NAV provided the flexibility that Owen Springs needed to track the production process, the accounts department were still printing and mailing invoices, statements and remittances each month. Amounting to over 1,300 documents a month, the manual process was inefficient and costly.

Muniza Brazier, IT & Systems Manager at OSL Group Ltd, explains; "Having to print out each invoice, fold it and put it in an envelope to send out was far from cost and time efficient. Recent postal strikes and the snow storms of early 2010 compounded the issue, leading to customers receiving invoices late and difficulties getting payments in on time. All of this added up to an area that we felt we could improve."

## The Requirement

Having made the investment in Microsoft Dynamics NAV, Owen Springs wanted a solution that would integrate seamlessly. They also wanted the system to be easy-to-use, and not result in additional on-screen tasks that would complicate the process.

Owen Springs also needed a solution that would automatically allow them to send the invoice by the customer's preferred method; be it email, fax or paper. In addition, as Owen Springs run a trade sales desk, they ideally wanted a solution that would incorporate customers using this service.

## The Solution: Zetadocs for Microsoft Dynamics NAV

Owen Springs had been a customer of Profile Enterprise Solutions Ltd for a number of years, and had worked with them to implement Microsoft Dynamics NAV in 2009. Profile recommended Zetadocs to automate the delivery of their accounting documentation.

## What they say about Zetadocs for NAV

*"Zetadocs is saving us £100 per week on stationary and postage alone. The system is also saving us around 2 hours of administration time per week...Zetadocs has made communications for our users a lot easier and, overall, we're providing a better service to our customers."*

**Muniza Brazier, IT & Systems Manager,  
OSL Group Ltd.**

“When Profile recommended Zetadocs, it ticked all of the boxes and the tight integration with NAV means that the whole process is quick and efficient,” says Brazier. “There is only one additional window to confirm the delivery method, and even this can be suppressed if we wish. What’s more, the system will automatically send via the customer’s preferred method and use a back-up if, for example, the email address is missing.”

Brazier continues: “The installation and set-up of Zetadocs on site was incredibly smooth. The Profile and Equisys team really explained what they were doing and how the system was configured. Our first batch of emails was sent without a hitch, and we are now confident that we can manage the system in-house with extensive knowledge at Profile and Equisys if we need it.”

Zetadocs for NAV is now used by 10 employees across Owen Springs’ Rotherham main site and Darlington distribution depot, linked together across a Wide Area Network (WAN). The system is used principally by the accounts and administration teams who now send almost all of the accounting documentation electronically via email or fax, printing documents only where customers specifically request a paper copy. The sales and production departments then also use the solution on a more ad-hoc basis, handling requests for copy invoices or supporting documentation such as delivery notes.

“Our customers and suppliers saw electronic delivery as a major step forward for the business,” comments Brazier. “70% of our customers now have their documents delivered electronically via email or fax, and around 80% of suppliers are set up to receive our orders electronically.”

Owen Springs also use Zetadocs at their trade sales desk, giving cash sales customers the option of taking a printed copy of the invoice with them, or emailing or faxing it to them while they’re at the desk. In addition, other users at Owen Springs then use Equisys’ fax server software, Zetafax, to enable them to send and receive faxes directly from their PC, saving additional costs and improving efficiency across the organisation.

## The Benefits

Using Zetadocs for NAV at Owen Springs has made the daily invoice run, and monthly remittance and statement runs far more efficient. Zetadocs, coupled with the use of Zetafax in other areas of the company has further increased efficiencies, and reduced costs across the organisation in terms of postage, paper and consumables.

“Zetadocs is saving us £100 per week in stationary and postage costs alone,” concludes Brazier. “The system is also saving us 2 hours of administration time per week. Instead of spending this time preparing and posting paper invoices, credit notes, statements and remittances, the time can be spent on credit control and other accounts tasks. Zetadocs has made communications for our users a lot easier and, overall, we’re providing a better service to our customers.”

## About Profile Enterprise Solutions Ltd

Profile was formed in 1989, with the objective of providing total IT solutions to businesses across the UK. From the outset the emphasis was, and remains, providing the ‘best of breed’ products and services to their customers, ensuring that word-of-mouth recommendations and referrals have accounted to a large part of the increase in their customer population. For more information visit [www.profile.co.uk](http://www.profile.co.uk), or call +44 (0)8000 195101.

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## About Equisys

Equisys produces software packages for document production and delivery, including the award winning Zetafax<sup>®</sup> network fax server and a family of Zetadocs<sup>®</sup> products that include Zetadocs for NAV/GP and Zetadocs PDF.

Our software products are designed for small and mid-market businesses, and for departmental use at multinational companies. They stand out from the competition by being simple to install and manage, reliable and great value – backed by outstanding service and support.

We have over 60,000 customers, in more than 100 countries which are served through an international partner network of distributors, VARs, resellers and ISVs.

Our market leading fax server, Zetafax, speeds the flow of critical business documents by enabling users to send and receive faxes on their PCs. It integrates with ERP, CRM, accounting and other applications for automated faxing from those systems, providing auditable records of fax communications.

Zetadocs helps users work smarter by creating and delivering electronic documents, streamlining business processes to remove tedious manual procedures and help companies improve the service levels they offer. Zetadocs integrates seamlessly with Microsoft Dynamics.

Equisys was founded in 1987 and has offices in London, UK and Atlanta GA, USA.



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