

case study



CELTIC MANOR
RESORT

The Celtic Manor Resort chose In2grate Business Solutions to provide their comprehensive procurement and inventory management solution.

Celtic Manor was looking for a solution to manage procurement and inventory across their resort, and with its extensive portfolio, In2grate Business Solutions was able to provide them with the ideal software solution using Microsoft Dynamics NAV.



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Part of Celtic Manor's investment for the Ryder Cup was to improve their business systems and In2grate Business Solutions, along with their sister company, OBS Logistics, were chosen to provide a system that facilitates control of the procurement of both stocked items and special order items across the many restaurants, bars and departments within the resort. Both companies are part of the Anisa Group and bring together the experience of Warehouse Management and Enterprise Resource Planning systems to deliver a fully inclusive business solution for Celtic Manor.

in the core product. The combination of Microsoft Dynamics NAV and the skills of In2grate Business Solutions proved to be the ideal partners for Celtic Manor.

In2grate Business Solutions has provided an enhanced Microsoft Dynamics NAV ERP system that shows on a single screen the outstanding orders, stocks and usage trends that allows Celtic Manor to maximise stock availability whilst reducing inventory levels. The benefit of being able to immediately see that one department has stock that another department

“There are lots of hotel systems on the market but they are geared for chains of hotels being serviced through a centralised purchasing and stock fulfilment process. As a large independent hotel, we needed something different. We chose the combination of In2grate Business Solutions and OBS Logistics because they brought a unique level of knowledge of the supply and distribution of food and drink plus vast experience in the deployment and tailoring of Microsoft Dynamics NAV.”

Andrew Trotter, Purchasing Manager for Celtic Manor

As a leading independent hotel, Celtic Manor was looking for something different to the standard 'out-of-the-box' approach to hotel supply chain management. They needed a system that could be tailored to meet their specific and precise demands but still provide the opportunity to take full advantage of the on-going investment

needs helps the purchasing department immensely. Standardising on an item numbering system has also reduced the opportunity for error in the ordering process. By maintaining an easily accessible history of purchases also allows the departments to see where items were purchased in the past. This is especially useful for some of the slower moving items of stock. The Microsoft Dynamics NAV warehousing module allows Celtic Manor to maximise the available space and control the rotation of stocks taking into account shelf-life and best-before-dates.

The success of the project so far has given Celtic Manor the confidence to quickly move to the next phases of implementation. Currently they



“We are delighted to have worked with Celtic Manor; we are also pleased to know that our solution was used to support one of the World’s most prestigious resorts and many major events, which included the 2010 Ryder Cup. Microsoft Dynamics NAV is one of the most configurable ERP systems in the market today and Celtic Manor is one of a number of successes we have enjoyed over the past three months.”

Dave Renshaw, CEO of both OBS Logistics and In2grate Business Solutions



are expanding the use of the system to allow the various departments throughout the Resort to use the system and effectively decentralise the purchasing function. They will still be applying strict and robust purchasing control through the use of workflow and delegated authority gates that require authorisation at various levels throughout the management structure.

The third phase will be to implement the Dynamics NAV financials suite that provides full accounting control of the various ledgers.

Andrew Trotter, continued, “In2grate Business Solutions was able to provide us with a solution with the pedigree of Microsoft Dynamics NAV, which they configured to fully meet our needs. We were also impressed with the

level of knowledge that OBS Logistics demonstrated, as inventory planning and management was key to the success of the project. We now have a system ideally suited to the demands of a large independent hotel”.



Business Benefits

- Single integrated solution designed to cover all the Company's key business processes
- Improved planning and scheduling – full visibility of information across the business
- The ability to further develop the system and automate business processes to increase efficiency
- Has improved the management's ability to respond rapidly to ever changing conditions
- Dynamics NAV is now the key system within the company providing access to accurate and up to date operational information across the whole business
- The new solutions will support the future growth and development of the Resort
- Rapid integration capability to other systems including Microsoft Office
- Secure long-term investment as the Microsoft Dynamics NAV platform will continue to be developed and supported

OBS Logistics Ltd is dedicated to providing operational business solutions to the supply chain sector. Their award winning supply chain Warehouse Management Systems and Transport Management Systems share the family name *CALIDUS*.

In2grate Business Solutions is a leading provider of business solutions and responds to customer demands by synchronising their entire enterprise from development to distribution, even including sales and customer relationship management and financial accounting needs. Using the latest technologies, In2grate Business Solutions has developed their solutions to provide unique functionality, allowing true visibility across the entire supply chain.

Both OBS Logistics and In2grate Business Solutions are members of the Anisa Group of Companies with over 30 years experience of providing IT solutions to blue-chip companies in 57 countries world-wide. With offices in London, Liverpool, Solihull and Singapore the company employs in excess of 100 professionals, devoted exclusively to developing and supporting solutions for the supply chain sector.



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