

The suite *smell of success* for over 100 years



**McKenzie
& Willis**
The Home of Style



THE CHALLENGE

When home furnishing retailer McKenzie & Willis asked InterGen to pull up a chair to talk over their accounting and inventory issues, the team sat down to Natuzzi leather.

For over 100 years, McKenzie & Willis has been the Home of Style, providing a second to none home furnishing and décor experience with a total of five McKenzie & Willis stores in the South Island and now two Natuzzi stores in the North Island. All successful stores with personality and luxury ranges - but the backroom picture didn't marry with the retail experience.

Each branch carried out its own accounting, which meant the company struggled to obtain the 'big picture'. "We had six computers in the whole country based at back office, with none of them talking to each other," says McKenzie & Willis director, Tim Willis. "There was an inability to keep an accurate record of inventory, supply chain management and no way of calculating the most vital KPI of all - gross profit. We felt there were huge efficiencies to be had by creating an integrated system at our head office."

THE PAIN

A fully integrated accounting solution was needed for McKenzie & Willis to bring together an accurate picture of debtors, creditors, inventory and gross profit.

MICROSOFT DYNAMICS NAV AND INTERGEN SAT VERY COMFORTABLY

"We wanted a partner that understood our uniqueness as retailers with a passion." Tim Willis.

Flexibility was a key requirement for McKenzie & Willis as the company went to the marketplace to find an answer. "We were caught in the middle - the big national chains such as Harvey Normans, Smiths City or Briscoes ... at those levels they had their own software specifically designed for them. But our needs were more extensive than small retailers," says Willis.

InterGen's Richard Malloch says the good fit with McKenzie & Willis came from InterGen's experience in working with distribution/retailing businesses 'with a bit of a twist'. "Using our specialist supply chain planning knowledge, it was great that we could implement Microsoft's Dynamics NAV to meet all their requirements and manage their supply chain across multiple branches. They really appreciated the access to real-time business information that Dynamics NAV gives them."

ON TIME AND ON BUDGET

By using Microsoft Dynamics NAV Rapid Implementation Methodology, InterGen was able to bring a whole raft of processes into line, meeting all the milestones set by McKenzie & Willis. "A brainstorming three-day workshop proved a valuable start and InterGen impressed with their flexibility, despite having given us a fixed price. On that point, we didn't go with the lowest priced vendor - it was the sum of good people, proven ability and a reputable company who would be able to partner us for a long time that made the decision." Tim Willis.

ENGINE ROOM:

- >> Microsoft Dynamics NAV 3.7
- >> SQL Server 2000

THE HOME OF STYLE NOW HOME TO FULL INTEGRATION

McKenzie & Willis has gone from a paper-based system to a fully online integrated system covering the whole supply chain, including point of sale terminals. They have reduced their back office staffing needs and freed up front line staff at a retailing level from time-consuming tasks of chasing distribution and stock control. Tim Willis describes the result as streamlined and savvy.

"There are now more than 60 computers in use, and all talking to each other. Dynamics NAV provides the integration we desperately needed from supply chain management through to point of sale, inventory control and banking. The ability to analyse data has been a huge

leap forward, allowing us to identify the most profitable products and to obtain full sales reports by branch, salesperson or brand. We have a full picture of our business, when and where we need it."

It's all good news on the customer front. "We use NAV for interrogating the database to pick out who are our best customers, when they purchase, how much they purchase, and then we market to those accordingly." says Willis.

Currently McKenzie & Willis is working with InterGen to add more window dressing to the picture, bringing their soft furnishings and carpet business online via an integrated quoting system.

THE GAIN

A fully integrated retail solution has shifted the burden of administrative work from the branches to head office and provided the tools for McKenzie & Willis to manage their business in real time, and with it the opportunities to deliver creative and winning customer service.