



Herman Verley, CIO of Resilux Group

## INTERNATIONAL COLLABORATION THANKS TO MICROSOFT DYNAMICS NAV

Resilux Group operates internationally, and the organisation needed a modern ERP system to support its foreign branches better. The company from Wetteren in Belgium, which specialises in the production and sales of polyethylene terephthalate (PET) bottles, took IT provider Harmonize It on board to upgrade its existing ERP to Microsoft Dynamics NAV 2016 for all its branches worldwide. The internal collaboration and efficiency of the group have since improved dramatically.


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'We'd been working with an older version of Dynamics NAV for a while, but it was no longer adequate for the international context of our company,' says Herman Verley, CIO of Resilux Group. 'We decided to migrate to the latest version of Microsoft Dynamics NAV when it started supporting Unicode. Integrating all our countries in the same system was a complex task, but Harmonize It's phased approach ensured the upgrade ran very smoothly.'

### Multilingual reporting, better collaboration

The main reason for the upgrade to Microsoft Dynamics 2016 was that fact that it supports Unicode. Herman Verley: 'This means we no longer need different pages of code for Greek, Hungarian and Russian characters. The software's modern user interface and extra features are added bonuses.'

'The Unicode support means Resilux can now use a uniform database for all its various branches, so everything's much better organised and more convenient. It makes the IT environment much more homogeneous. The modern production, warehouse management, quality control and invoicing modules have all been updated, which benefits our internal efficiency. 'We have a clear picture of all the group's internal processes now. The upgrade means we can report much more efficiently at group level,' explains Verley.

### Working securely

Resilux opted for Microsoft Dynamics NAV because of its easy adaptability and international possibilities. 'This choice means we can implement software updates quickly and easily,' says Verley, 'which is essential in our sector where we need to anticipate and respond to legal requirements'

quickly. The system's open architecture also makes it much easier to integrate with other systems.'

'This compatibility with other operating systems, the intuitive software and that fact that Office also integrates with the ERP, made opting for Microsoft Dynamics an easy decision. It also means we're future-proof and don't lie awake at night worrying about software updates or security breaches.'

## Phased approach bears fruit

Resilux implemented an initial upgrade together with Harmonize It in 2014. This upgrade was complex because of the large amount of customisation, and once the features had been transferred to the new version, a phased upgrade took place country by country.

'We chose not build any extra features into the package during the migration this time,' explains Verley. 'But Harmonize It is taking care of this now, one step at a time, and this approach has definitely been a success because the migration has run very smoothly. Now we can integrate the extra features one by one.'

## Smooth migration thanks to easy collaboration

Herman Verley: 'We chose Harmonize It because it was clear from our very first conversations that we were dealing with a very professional outfit. A schedule was drawn up which ultimately turned out to be realistic. The real-time data synchronisation between the old and new version of the ERP system provided continuous comfort for all users, and the reasoned, methodical approach adopted by Harmonize resulted in all sites being properly prepared, so everyone could get started with it without any problems.'

'The key users were very closely involved throughout the entire process, so they always knew what to expect, and the easy collaboration with our internal developers meant there was hardly any impact at all on our day-to-day operations. We started with new developments just a few weeks after delivering the final site. Collaborating with Harmonize It takes a huge weight off our mind,' concludes Verley.

### About Resilux

Resilux NV specialises in the production and sales of a wide range of PET preforms and bottles. These preforms and bottles are used for packaging water, soft drinks, edible oils, fruit juices, beer and other foodstuffs and pharmaceuticals. The company was established as a family business in 1994 and has been listed on Euronext Brussels since 3 October 1997. Resilux NV has production plants in Belgium, Spain, Switzerland, Greece, Russia, Hungary, Serbia and the US.

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## Advantages

- all countries integrated in the same ERP system
- Unicode support for multilingual reporting
- higher internal efficiency
- compatibility with other operating systems