


Case study: Becker UK Ltd

Seamless integration with NAV



Becker UK Ltd is the sole distributor of all Becker vacuum pumps, compressors, side channel blowers and turbine blowers in the UK. Formed in 1983 in Hull, East Yorkshire Becker UK Ltd carry extensive stocks across the manufacturing range of new pumps, accessories, spare parts and service kits.

The Problem

Becker were in the fortunate position where their business was continuing to grow in the UK. However, an increasing number of customers meant increasing pressure on the sales and accounts teams. They were looking at areas where they could enhance their business processes and quickly discovered that the production and delivery of quotes and statements was an area where significant improvements could be made.

Becker were sending their quotes as simple word attachments by email and printing statements to send in the post. Neither of these methods was proving to be ideal as they required sales and accounts staff to waste time collating information and the end result lacked the professional image they were after.

The Requirement

Becker use Microsoft Dynamics NAV to manage their accounting and sales processes. They wanted a solution to be seamlessly integrated with NAV as this is where their employees spent the bulk of their day. The solution also needed to be easy to use, generate measurable cost and time savings, and allow for personalized documents to be sent by the customer's preferred method, which was by fax and email.

Becker needed a solution that would automate the production of financial documents that combined a number of different elements, such as terms and conditions and special offers. They also wanted a solution to ensure that a professional image was conveyed to customers and that would deliver financial documents securely.

The Solution: Zetadocs for Microsoft Dynamics NAV

After reviewing their options with their NAV reseller, Comet IT, Becker decided to invest in Zetadocs for Microsoft Dynamics NAV. Zetadocs for NAV provides a complete document management and delivery solution for Dynamics NAV, although Becker were most interested in the advanced

What they say about Zetadocs for NAV

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document production and delivery capabilities.

“We considered a number of possible solutions,” says Ian Holmes, Service Manager and Engineering Director, “but only Zetadocs provided the combined fax and email functionality that we were looking for. The seamless integration with NAV was also a key influencing factor.”

The Benefits

Now, with Zetadocs for NAV, Becker send statements and quotes without the need for printing, unless a customer explicitly requests a hard copy. The sales team can send a quote, with terms and conditions automatically attached, as a single, branded PDF document. And the customer can decide how they want to receive it. The accounts department can process a whole batch of invoices and send them in moments.

Ian Holmes went on to explain that, “Zetadocs does all the hard work and my team doesn’t need to exit from NAV. The documents look great and are delivered instantly. We’ve noticed that we often get an immediate response from the customer, which is especially useful if we’re chasing payment!”

About Equisys

Equisys produces software packages for document production and delivery, including the award winning Zetafax® network fax server and newly acclaimed Zetadocs® PDF software that creates and emails personalized PDF documents.

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, who 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 emailing PDF documents, streamlining business processes to remove tedious manual procedures and help companies improve the service levels they offer.

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

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