

ANTICIMEX

Anticimex is an international company established in Sweden in 1934. The company's mission is to create healthy environments through inspections, assurances and insurance agreements, operating in the pest control, environmental hygiene and food safety sectors. The company has currently over 4,000 staff in 17 countries, serving 2.2 million customers.

After an internal restructuring effort that impacted especially business on the Iberian Peninsula, with the aim of providing support for all business areas and their specific operative and financial needs, Anticimex decided to deploy the ERP solution Microsoft Dynamic NAV 2013 R2 running on Microsoft Azure in partnership with Arquiconsult in Portugal and Spain.



Microsoft Azure Supports Anticimex Business in Portugal and Spain

Situation

When Swedish group Anticimex expanded its business area in 2013 by acquiring the pest control business from a Danish company with a strong presence in Portugal and Spain, the IT department was facing a situation that required creating an integrated solution capable of serving the universe of customers that had resulted from the merger.

Anticimex's Iberian IT Manager André Sabino explains that the company had its own solution proprietary in Spain, and in Portugal it was using an older version Microsoft of Dynamics NAV. No legacy systems were in use at Anticimex.

'We had 18 months to come up with a solution capable of meeting the company's needs in Portugal and in Spain', says André Sabino.

'It would have been difficult to evolve the custom-made system in Spain and on the other hand we had already had experience in Portugal deploying NAV, so the group analysed the situation and went for Dynamics NAV 2013 R2, also because the idea of choosing NAV had already been on the table internationally.'



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Solution

Choosing the software solution was just the first step. It was also necessary to decide how NAV would be deployed. For this, Anticimex contracted Arquiconsult, a vastly experienced Microsoft partner for this type of solution who had already worked with the group before as they were in charge of system maintenance.

The hosting solution in Spain was using a private cloud via a third-party data centre. However, as this solution had significant performance limitations and considering its lack of flexibility and difficulty in scaling the required resources, more problems would easily arise, especially when it was now supposed to host a system serving the entire Iberian Peninsula.

'Initially we were not sure whether Microsoft Azure would be the ideal platform for hosting the new solution', acknowledges André Sabino. *'But Arquiconsult had already had experience with Azure, which gave us the needed confidence to go for it.'*

To ensure business continuity, the solution was designed in parallel, starting with Spain, while always keeping in mind the required scalability to meet the needs of both countries. *'We first ran a test migration, which went really well',* says André Sabino. *'Even in a test environment, the results were already excellent and made us feel confident to move on to full migration, which was completed with minimal downtime in the summer of 2016.'* In October 2016, the system was migrated in Portugal.

Benefits

André Sabino has no doubts when he says that this was a solution that 'brought a radical change as regards user experience. We were getting non-stop complaints from users, with some 40 to 50 emails every day, in an almost catastrophic scenario that is even more critical when a company's operations depend entirely on this system both for its business and its billing, considering that in Spain alone the company has over 20,000 customers.'

'With the effective deployment of the new Dynamics NAV platform running on Microsoft Azure, we went from fifty complaints a day down to zero – and the emails that we did get were all praise rather than complaints', adds André Sabino.

Now we can provide information on the same day about the actual situation in the field.

André Sabino - IT Manager, Anticimex

But not only the user experience changed drastically, there were also significant improvements in terms of performance. *'For instance',* explains André Sabino, *'at the end of each month, we had to issue routes for the technicians, and issuing such a technician route could take as much as almost an hour; with the new solution, this went down to a mere 3 minutes. Before, this was done during the night, but when talking about 180 technicians, one night was not enough!'*

'This was a critical situation – we couldn't get the work done and get the technicians on the road without issuing those routes – and the gains were impressive, completely unlike the situation we had before', says Sabino.

André Sabino also adds that there are no more limitations as the hardware resources can be scaled as needed on the Azure platform, so that Anticimex has been able to deploy more features, which was not possible before because of the system's poor performance. *'We are now completing a process with digital certificates (that were paper-based in the past) on Azure servers with complex web services across systems, that can only be deployed on truly robust systems.'*

'Another thing we have', adds Sabino, *'are our high-quality reporting services. In the past, basically 18 months would go by without the management getting information on the business's progress – now we can provide information on the same day about the actual situation in the field; in fact, most of the reporting information can now be provided in real time.'*

In addition to increased usability and improved operability, the Microsoft Azure based solution has also resulted in significant cost reductions. *'Even though we've oversized the virtual hardware structure to preempt any possible performance issues, we've managed to reduce costs when compared with the previous solution – and by a significant margin',* says André Sabino.

The solution deployed by Arquiconsult has been considered *'a major internal success case within the company',* says Anticimex's Iberian IT Manager. *'The group views what was done here as a case study and has in fact decided to sign a global agreement with Arquiconsult and Microsoft, which will start in Germany.'*

'There was a genuine shift in paradigm, not just in terms of the software solution, but also in how it was deployed on the cloud platform using Microsoft Azure, and the ease of hardware resource allocation and scalability', concludes André Sabino.

About Microsoft Azure

Microsoft Azure is a growing collection of integrated cloud services that developers and IT professionals use to build, deploy and manage applications through our global network of data centres.

With Azure, you get the freedom to build and deploy wherever you want, using the tools, applications and frameworks of your choice.



About Arquiconsult

Arquiconsult is an information systems consulting company based on Microsoft technologies, formed by a consultant's team with great experience in such projects operating in Portugal. Most of the team started working in this area in 2000, when Navision A / S (later acquired by Microsoft) was established in Portugal. Arquiconsult has the best and most certified (more than 180 certifications) team working on Microsoft Dynamics in Portugal, with nearly 150 consultants in two locations, we provide project implementation services to more than 200 direct customers worldwide. 30% of our revenue is already accomplished in foreign projects.

We help companies, teams and business units to be more efficiency, through information and documents sharing. We contribute to an effective communication between people, so they can use information in any place, any time.

