

## SUCCESS CASES



**COUNTRY:** Portugal

### CLIENT PROFILE

ETAF began its road haulage business in 1950 with the purchase of its first vehicle. Since then, it has grown in a continuous search for transport and logistics solutions adapted to the needs and demands of its customers and with the concern to reduce the environmental impact generated by the transport activity. Today, it has an annual turnover of over 30 million euros, operates in Europe with a fleet of around 300 vehicles, mostly EUR 5, and presents itself on the market with a variety of integrated solutions, with multimodal services in RO-RO system from Leixões to Northern Europe. At the same time, it is developing Groupage delivery services, with regular departures to Central Europe.

In the logistics area, we carry out operations in the north and south of Portugal, in industrial logistics, capillary distribution and cross-dock support for the supply chain of European and North African clients.

As such, and in line with the constant innovation that characterizes ETAF, in 2009 it began using a new IT system - Microsoft Dynamics, which has improved information flows at various levels of the company, between various processes and between various departments/sectors.

In 2014, it came to Arquiconsult, with the need to upgrade the version and the support service for Portuguese localization.

Find out why ETAF chose Arquiconsult as its partner for the Microsoft Dynamics Support service, with the testimony of Cristina Cipriano.

*What they wanted to achieve and what problem to solve: "ETAF has been using Dynamics since 2009 and needed to upgrade its version, since the one it had no longer supported Portuguese localization. We also knew that the latest version had a better graphical interface and some additional features that would improve user interaction with the system and also interaction with Office. **Users wanted greater flexibility in queries and not just the classic reports that remain unchanged.**"*

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*The technical capacity, the experience, the size of the company, the proactivity shown throughout the consultation process, the availability, the investment in the area of Transport and Logistics through B!Trans, the commercial conditions and, finally, the fact that some clients were satisfied, made us choose Arquiconsult."*

**The steps to solving the challenges:** "Our decision to go with Arquiconsult was based on a series of very objective criteria, including technical capacity, experience, the size of the company, the proactivity shown throughout the consultation process, availability, investment in the Transport and Logistics area through B!Trans, commercial conditions and, finally, the satisfaction of some of Arquiconsult's clients, from whom we received very good information on various points that we value. And we can say that those involved in the decision-making process were in agreement with this change."

**Why Arquiconsult:** "Arquiconsult was consulted by us at a stage when we decided to improve the way we accessed data. We wanted to improve our decision support system and the current system alone didn't meet this need. We consulted several companies and realized that Arquiconsult, in addition to already having some experience with clients in the transport and logistics area, had expertise in the area of Business Intelligence and was even planning to develop a tool, B!Trans."

**Overcoming problems:** "The project was planned in detail in each of the areas and was scrupulously piloted and controlled in order to prevent failures and delays. However, there were a few problems that were overcome, one with the integration of the map tool, which Microsoft had discontinued and had to be replaced by another tool, another with the driver planning agenda, which in the current version had a less flexible interface than the previous one and had to be adjusted. In a future experiment, we'll have to take into account the even more detailed analysis of existing interactions so that no mishaps arise."

**What ETAF has already gained:** "(...) In qualitative terms, we have undoubtedly gained. A very good example is the fact that we can now attach documents to a travel file, or a customer file, etc. In the case of invoicing, we used to have to create a paper file with the e-mail about the sales order and other documents. Now, we can invoice straight away because the documents are saved in the system alongside the travel file and are always available for consultation. As for the graphic interface, we've also noticed a lot of improvements, it's much easier to navigate. In the past, some users had to open more than one work session, which consumed user licenses. Now this is no longer necessary given the improvements in navigation that this version has compared to the previous one."

## ABOUT NAVITRANS

An international solution with a proven track record in various markets, NaviTrans is much more than a certified add-on for Microsoft Dynamics. Fully integrated with the standard features of Microsoft Dynamics, NaviTrans becomes a single system, allowing you to not only control core business processes, but also manage other areas of your organization, such as human resources, financial management and CRM.

This level of integration makes NaviTrans unique among the software solutions available for this sector of activity. If you're a logistics service provider, NaviTrans will enable you to optimize your back-office management processes.

### NAVITRANS IS MADE UP OF 3 MAIN AREAS:



#### Transport

Supports transportation processes, including the planning of operational movements and compliance with inherent procedures.



#### Transits

It supports sea, air, road, rail, groupage, general and containerized cargo transit processes.



#### Warehouse

Supports logistics management processes for own and third-party items.

## BENEFITS

A comprehensive, integrated, scalable, flexible and configurable solution aimed at logistics service providers, regardless of the size of their company or the type of service provided.

Control of the complete flow of your business processes and, above all, the income and costs involved.

Connectivity standards that allow you to open up and integrate with external third-party systems and devices, such as on-board computers, fuel control systems, scanners, access control systems, mapping software, among others.

Regardless of whether your main activity is transportation, transit or warehousing, NaviTrans gives you complete visibility of your business cycle, covering the entire logistics chain.

NaviTrans is a certified add-on for Microsoft Dynamics, the best guarantee of a quality and technologically up-to-date solution, now and in the future.

Effective integration with other Microsoft products (Word, Excel, Outlook) and a user interface with a familiar look and feel are inherent benefits of using NaviTrans.

NaviTrans' functionalities are the result of more than 10 years of business knowledge in this sector and the use of proven best practices.

NaviTrans allows you to increase your efficiency and at the same time reduce costs, enabling you to improve service levels in order to meet, or even exceed, your customers' expectations.

## ABOUT ARQUICONSULT

Arquiconsult is an information systems consulting company, based on Microsoft Dynamics technologies, with offices in Barcelona, Bilbao, Lisbon, Luanda, Madrid, Oporto, Riyadh, Salamanca, Seville and Vila Real.

Composed by the largest and most experienced team of consultants, having already implemented some of the most complex Microsoft Dynamics Business Solutions and being frequently referred to international clients for their implementations in our country.

Arquiconsult is constantly innovating its offer and has several verticals available, for several activity sectors, which add value to Microsoft Dynamics 365. Microsoft Dynamics AX is a clear example that allows us to make available to Portuguese and international companies the best and most complete integrated Management solution.

### Some reference clients in the various sectors of activity:

- Polopique
- Dunlop Protective Footwear
- Teka Portugal
- Klaveness
- Farfetch
- Stericycle
- SAPA
- Gunnebo
- Tecnocabel

## LOCATIONS

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