

## SUCCESS CASES



### MICROSOFT DYNAMICS NAV

**COUNTRY:** *Portugal*

**CLIENT PROFILE:** *Santillana is the publishing group, created in 1960, which is the leader in school publishing in Spain and Latin America. After five decades of experience in the sector, it has managed to establish roots in each of the local markets where it has been established and currently has a presence in 22 countries, of which the exponential growth of the delegations in Brazil, Mexico, Chile and Argentina stands out.*

*Since March 2000, Santillana has been part of GRUPO PRISA, the first media group in the Spanish and Portuguese-speaking markets, leader in the education, information and entertainment sector.*

*Santillana entered the Portuguese market in 1989 under the name of Constância Editores with a very small unit and now has around 60 employees. Its corporate name changed, adopting the name of the parent company in 2010.*

In a context of digital and pedagogical transformation, in addition to ensuring the quality and innovation of all its content, Santillana works to offer schools, teachers and students a comprehensive service that includes technology, training and advice, and whose main ambition is to be among the three largest publishers on the market in the future!

A company that has been occupying its place in the market and, in view of the reporting requirements and the need to meet deadlines demanded by the international group of which it is a part, strives to keep up to date technologically and to have the best solutions that allow it to respond to the challenges imposed.

Santillana Portugal chose Dynamics NAV as its ERP system and Arquiconsult SA as its partner. We wanted to ascertain the changes achieved with the solution and how the solution meets the expectations created, and for this, we had the collaboration of Dr. Ana Paula Pereira, Administrative and Financial Director, who shared with us her opinion on our partnership.

Here's his testimony on the functionalities and use of NAV at Santillana:

. Direct impact on operational areas: "The areas in which we have felt the greatest impact have been in the financial area due to the greater ease with which information can be extracted, but also in the logistics area due to the integration of invoicing and stock movements."

. Added value of the service provided: "The added value of the service, given that these partnerships are meant to work together for a long time, has to do with the quality of user support and the response time to any problems that may arise so that we too can meet the closing and reporting deadlines internally."

Conducting the upgrade to the 2016 version of Dynamics NAV and adapting to the new version by users: "The implementation of NAV 2016 was determined by the fact that, on the one hand, the previous version we were using was already discontinued by Microsoft, and on the other hand, because the NAV 2016 version would give us access to features that the previous version did not support, which in terms of obtaining up-to-date accounting and financial information combined with the great flexibility in extracting information is a huge asset."

. The adaptation was very easy. Easier than we expected. This was helped by the fact that Nav 2016 is similar in terms of screen appearance to the previous version and also because NAV 2016's features help the user interact with the application a lot. Everything is exportable and that's invaluable in terms of information processing."

. Implementation deadlines: "The balance is positive and the teamwork between Santillana and Arquiconsult, the full cooperation of the users and the implementation deadlines were met and we are satisfied."

. Future of the partnership with Arquiconsult: "I hope that we will continue to work together for a long time with the confidence and quality of the assistance and support that we have enjoyed so far."

A partner is expected to grow with its client and to provide the necessary methodologies and information. It is part of mutual growth and the building of a Win Win relationship to make adjustments on both sides to exceed the expectations created. This is where Arquiconsult is heading: developing to grow your business.

## MICROSOFT DYNAMICS SUPPORT SERVICES

Arquiconsult - the national market leader in Microsoft Dynamics Solutions with the largest number of Dynamics clients and the most certified team working on this ERP in Portugal.

The Maintenance service provided by Arquiconsult to its customers has obtained high scores in all the evaluations carried out on the high quality of the service provided. A business dedicated to this service was created.

Arquiconsult has a first-class support structure, qualified and certified in Microsoft



*Helpdesk service with a dedicated telephone line, operating Monday to Friday from 09h00-13h00 and 14h00-18h00. Hours are extended for emergency situations or specific SLAs;*



*Occurrences can be posted using a web-based incident management tool (ticketing), allowing the status of the problem's resolution and assistance history to be known at any time;*



*Identification of a Project Manager associated with the client with more than 10 years' experience in Microsoft Dynamics;*



*Free use of the annual credit of contract hours for corrective or evolutionary maintenance;*



*SLA, guaranteed service level, to start resolving the problem;*



*Leveling up the resolution process:  
1st line of intervention by email or telephone;  
2nd remote intervention line;  
3rd On-site intervention line (at the customer's premises).*

In order to reduce response times as much as possible, Arquiconsult recommends having remote access to the client's system, which can be opened at any time on request or which can be opened by our consultants when necessary.

## 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

BARCELONA | BILBAO | LISBON | LUANDA | MADRID  
OPORTO | RIYADH | SALAMANCA | SEVILLE | VILLA REAL

**PT** (+351) 218 205 610  
comercial@arquiconsult.com

**ES** (+34) 633 907 561  
comercial.spain@arquiconsult.com

**AO** (+244) 939 954 360  
comercial@arquiconsult.com

**KSA** (+966) 50 763 4302  
comercial@arquiconsult.com



[www.arquiconsult.com](http://www.arquiconsult.com)

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