

Microsoft Dynamics NAV and Automotive Business Solution (ABS) helps during the growth and development of the company Hyundai Holding Hungary Keresdelmi

The company Hyundai Holding Hungary Kereskedelmi Kft. is able to react quickly to the needs in the market in the area of new cars distribution and sale thanks to the use of Microsoft Dynamics NAV information system and Automotive Business Solution (ABS).

Initial state

The company Hyundai Holding Hungary Kereskedelmi Kft. is an importer of Hyundai cars to Hungary and it also deals with new and demonstration cars sale. It offers warranty and after warranty service, warranted used cars purchase and sale. The company AutoBinck Holding NV is its owner; it belongs to 20 biggest car groups in Europe.

Complex care about customers and dealers was the first impulse to implement Microsoft Dynamics NAV business solution and Automotive Business Solution (ABS). The company Hyundai Holding Hungary Kereskedelmi was also interested in enlarging its business activities and improving the quality of business and logistic processes.

Business aims

The main aim of the implementation of Microsoft Dynamics NAV business solution and Automotive Business Solution (ABS) was to unify all used systems in the company into one complex system. Original used information systems were Coda, Gass, Profit and Microsoft Excel

During the implementation of the business solution the company proposed to obtain a central and integrated information system. Besides the basic functional requirements, which are given by the key business processes the company was interested in using the following modules:

- Finance
- Purchase and Sale
- Controlling (Efficiency measuring and getting manager information)
- Module Automotive Business Solutions (ABS) IMS – New cars
- Module Automotive Business Solutions (ABS) IMS – Spare parts
- Module Automotive Business Solutions (ABS) IMS – Aftersales

Further on the system should meet the requirements of the security of the company dynamic development strategy. There are especially requirements to information system which should be complex and should allow simple and intuitive operation. The customer also insisted on simple and detailed search through whole system including dealer portal.



Solution overview

Country: Hungary
Branch: Car Distribution and Sale

Customer profile:

Hyundai Holding Hungary Kereskedelmi Kft. is an importer of Hyundai cars to Hungary and it also deals with new and demonstration cars sale including spare parts.

Initial state:

To secure middle term strategy of the company it was necessary to enlarge business activities and improve logistic processes in a complex way within uniform information platform.

Solution:

Microsoft Dynamics NAV system including the Automotive Business Solution (ABS) that is a sufficient guarantee of successful realization of strategic growth of the company in a middle-term horizon was chosen as an ideal solution.

Main contributions of the solution:

- Improvement of department cooperation through whole company
- Detailed reporting for parent company
- Savings of costs for IT systems control, support and development
- Always actual dealer portal
- Accessibility and reliability of Microsoft platform

Primary aim of the implementation of new Microsoft Dynamics NAV business solution and Automotive Business Solution (ABS) is a consolidation of information support of processes into one central ERP system that will enable to react fast to dealers' demands including spare parts shipment.

Solution

Implementation of Microsoft Dynamics NAV information system in the company Hyundai Holding Hungary Kereskedelmi Kft. started in June 2009 as a part of so called Europe roll-out within the group Autobinck Holding NV. Microsoft Dynamics NAV information system covers economic and operational agendas that are connected with vertical solution Automotive Business Solutions (ABS). Modules Finances, New cars, Spare parts and Aftersales are implemented. The company AXIOM SW also prepared the setup of all communications with main spare parts' supplier the company MOBIS.

The solution is based on the vertical solution ABS (Automotive Business Solution) from the company AXIOM SW Ltd. and its solution for importers called ABS IMS (Importer Management System) that is determined for distribution, sale, private cars and trucks service covering related services. ABS IMS is based on the platform of Microsoft Dynamics NAV business information system and it is integrated with other office Microsoft Office applications.

Proven distribution processes were created and tuned within the **module ABS IMS – New cars**. The module satisfies the processes for car importers in business process and it enables the communication with authorized Hyundai make importer. The module is connected with all standard modules of **Microsoft Dynamics™ NAV** and it contains the following functionalities:

- Car tracking based on independent business cases via business processes
- Bonuses management for dealers also from the side of producer
- Car pricing management
- Detailed discounts management
- Transport management (sea and land transport)
- Support of customs operations
- Intrastate agenda processing
- Elaborated business processes support (management pre-orders and orders)
- Car financing management
- Complete car tracking
- Detailed reporting and analyses
- Work by the help of prepared templates
- Dealers network management and cooperation with producers
- Wizard for end users
- And others ...

Partner profile:

The company AXIOM SW deals with implementation of modern business information systems on the platform of Microsoft Dynamics. It specializes in solutions of business information systems for companies from the sphere automotive, leasing, insurance, wholesale, retail, production and projects management.

Contacts:

*Hyundai Holding Hungary
Kereskedelmi Kft.
Sallai út 15.
1182 Budapest
Tel.: +36 1 887 5700
Zoltán Markó
Email:
marko.zoltan@hyundai.hu
[http:// www.hyundai.hu](http://www.hyundai.hu)*

Partner
AXIOM SW s.r.o.
Pod Vrškem 5360
760 01 Zlín
Tel. 577 113 111
Email. axiomsw@axiomsw.cz
[http:// www.axiomsw.cz](http://www.axiomsw.cz)

Another used module **ABS IMS – Spare parts** that significantly accelerated work to customer enables complex spare parts management including optimization functions. Module is also directly connected with other modules of ABS IMS solution, and especially with the module Technical section. Stock and spare parts functionality in ABS IMS provide valuable and well arranged information about total stock condition. Main used functionalities are especially these:

- Stock condition
- Reserves modifications
- Reserves pricing
- Internal completion
- Detailed stock management
- Optimization of min./max. amount
- Spare parts complaints management
- Spare parts complaints queues management
- Wizards
- Spare parts pricing calculations management
- EDI communication support
- Complaints queues management by statuses
- Unstored spare parts management
- Substitutes and replacement management
- Spare parts transfer evidence
- Discounts management
- Control and monitoring of urgent orders in effective integrated process

Module **ABS IMS – Aftersales** an effective tool for complaints processes management of complaints from dealer with detailed functionalities of tracking and control. This module will enable to prepare your own equipment and accessories packages.

- Complaints processing (Producer and Dealer)
- Complaints queues by statuses
- Equipments packages management
- Recalls
- Warranty inspection and assistance services
- Car register evidence from end customer

Hyundai Holding Hungary Kereskedelmi makes use of **reports and reporting** that enable well arranged print car lists in stock and sold cars. System enables the setup of own reports for detailed sales evaluation (e.g. by car models, categories, fuel type etc.). Some reports can be displayed in real time.

Automotive Business Solution (ABS) is directly connected with dealer portal that is directly connected with the area of spare parts and aftersales. Dealer orders spare parts, reports sold card, enters warranty reports in real time thanks to this portal.

Microsoft Dynamics NAV business solution is attached to Hyundai (HWMS) warranty system and it is directly connected with spare parts supplier system of MOBIS company.

Thanks to prepared Automotive Business Solutions – ABS IMS the implementation was finished within 6 calendar months.

Project phases:

First phase „Distance analysis of processes and solution proposal“ – in this part a revision of finance area and all customer business processes took place; it was carried out in the length of 2 months.

Second phase „Development, test, documentation, training and test migration“– after first phase an approval information system modifications development took place according to requirements arising from distance analysis. Subsequently the training of workers and application testing took place. Second phase took 2 months.

Third phase „Testing operation“ – testing operation was started in November 2009 on the testing database in which system functionalities testing was carried out including particular business and financial processes according to testing scripts.

Fourth phase „Live operation“– live operation was successfully started on the 6th of January 2010

Contributions

Implementation of new Microsoft Dynamics NAV IS helps the company reach the main strategic aim: **„Development of the company by other car makes within the holding“**

Other contributions are:

- Unification of the system into one consistent Microsoft Dynamics NAV application. It was a unification of accounting software and sales software from different producers with connection to dealer portal. This step resulted in the improvement of cooperation of particular departments through the company
- In the area of spare parts there was a fundamental decrease of user manual work rate thanks to processes automation
- Quick and well arranged reporting of business activities for parent company via analyses according to dimensions

- Functionality of detailed search over whole database is a very important contribution for the company. Further on it is possible to display various results according the user's needs. This search is one of the most used system functionalities and that is why it is optimized expressively. Search is carried out over thousands entries and the response is in the period of seconds
- Quick implementation of new services and innovation of current services

Products and technologies

- *Microsoft Dynamics NAV 4.0 SP3*
- *Microsoft Windows Server std. 2008*
- *Microsoft SQL 2005*
- *Microsoft Office 2003*
- *Microsoft Reporting Services*