

## Microsoft® Dynamics NAV

### Customer Solution Case Study: Makita HK



#### Overview

##### Company

Makita HK

##### Customer Profile

Makita HK, being a manufacturer of electric motors in 1915, provided their first electric tool in 1958. Today Makita HK is one of the world's largest power tool manufacturers with seven manufacturing facilities globally and a selection of over 350 superior, innovative tools.

##### Number of Users

15

##### Products and Solutions Software

Microsoft® Dynamics NAV 4.0  
Microsoft Windows™ Server 2003  
Microsoft SQL Server 2005

##### Services

##### For More Information

Project Implementation Service  
Customized Development Service  
Annual Hotline Support Service  
Premium Support Plan Service  
Annual Enhancement Plan(AEP) Service

For more information about Microsoft Dynamics NAV, please visit:  
[www.acw-solutions.com.hk](http://www.acw-solutions.com.hk)  
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Makita HK is a distribution office in Asia region. It serves their customers not only with top quality tools, but also with their unparalleled service. On occasion, power tools need to be serviced or repaired. So, their comprehensive service program will provide parts and technical services to end users.

#### Business Challenges

As business grows throughout the years, analytical reports to review business performance as well as better operation cost efficiency drive Makita HK to improve their infrastructure including their IT system which served more that eight years. Trading transactions and service team records need to be fully integrated in order to improve accuracy business figures. At the same time, specific sales and stock forecast are critical to operation decisions. Lastly, pricing and discount in daily trading are crucial sales calculation to a distributor business.

#### Customized Project

In order to fulfill the requirement of Makita HK, ACW provides a few modifications which satisfy their needs under Dynamics NAV flexibility. Special calculation related to pricing discount and credit notes provision is made. Unique stock forecast logic is embedded to the system. Moreover, transaction profit margin can be calculated according different invoices.

#### Special Services

To ensure the smooth migration and precise setting up of the new system, drills on historical data were carried out before new system go live. ACW also provided helpful advice and procedures to ensure data integrity.

#### Benefits

Makita HK now has a fully integrated and reliable ERP system on a scalable, flexible and stable platform which gives them valuable business information for management decision making after analysis on trustworthy reports. On the other hand, cost savings are rewards coming from better document printing and saved manpower in managing reports discrepancies and unstructured excel data.