

Transforming Manufacturing: Interview with Simon Fovargue on MACFAB Systems' Partnership with Xperience





Industry: Manufacturing & Distribution

Solutions: ERP - Microsoft Business Central

Company Overview:

MACFAB Systems, a leading manufacturer of baling and compacting equipment, had been a long-time client of Xperience, operating with the Pegasus Opera 3 ERP system.

As Simon Fovargue, Senior Sales Specialist from Xperience explains, "MACFAB had relied on Opera 3 for years, covering sales, purchasing, stock, and Bill of Materials. But as the need for software adaptability intensified, especially post-COVID, they realised it was time to upgrade."

Manufacturing waste compactors is a niche business with unique needs, and while Opera 3 managed core operations, MACFAB also relied on other systems, for payroll and time tracking. As the business evolved, consolidating everything under one flexible ERP solution became a priority.

With Business Central Essentials, Xperience recommended a phased approach, starting with core needs and leaving room to expand into advanced manufacturing functionalities down the line. Xperience's consultative approach focused on helping MACFAB achieve immediate efficiencies while setting up a foundation for growth. This case study explores MACFAB's transition to Microsoft Dynamics 365 Business Central, the benefits of adopting this new system, and the ongoing relationship with Xperience that continues to support MACFAB's long-term goals.



Challenges Faced

As an international manufacturer with customers across the UK, Europe, and beyond, MACFAB needed a flexible ERP solution capable of handling their specialised needs, including complex customs processes and diverse reporting requirements. Their legacy system, Pegasus Opera, provided reliable functionality but lacked the adaptability needed to streamline processes and integrate newer technologies.

Key challenges that led MACFAB to seek a new ERP solution included:

- **Limited Workflow Flexibility:** Pegasus Opera was user friendly but didn't offer the customisations necessary for MACFAB's expanding business.
- **Inefficiencies in Daily Tasks:** Manual tasks, such as processing spare parts and purchase orders, consumed a lot of time, preventing staff from focusing on more valuable activities like nurturing customer relationships.
- **Restricted Remote Access:** The old system required users to connect through office PCs, limiting flexibility, especially as remote work became more important.

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Choosing Business Central

MACFAB chose Microsoft Dynamics 365 Business Central for its adaptability, Cloud-based infrastructure, and extensive customisation options. Business Central offered a robust ERP foundation and flexibility that could meet MACFAB's distribution requirements and support their strategic vision for growth.

"We needed a system that could grow with us, not only in terms of volume but also in terms of workflow complexity and automation," Cian McMahon, Key Account Manager explains. "Business Central offered the flexibility and integration options we need to keep pushing forward."



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MACFAB 





Implementation and Partnership with Xperience

MACFAB's partnership with Xperience has been pivotal in optimising their ERP implementation. Choosing Xperience over competitors stemmed from their extensive experience in ERP solutions, particularly with Microsoft Business Central, and a proven track record in the distribution sector.

A key factor in this decision was Xperience's ability to provide on-site support, which proved essential during the transition process. Their physical presence allowed for more effective collaboration and quicker problem resolution, ensuring that MACFAB's unique needs were met in real-time. Xperience's consultative approach and deep understanding of the industry made them the ideal choice. They supported MACFAB in establishing a customised Business Central system that replicated essential workflows from their old system while enabling significant efficiency improvements. This alignment with MACFAB's distribution model provided the necessary support for their team to adapt to the new software.

"Xperience guided us through the transition process and helped us replicate the core workflows from our previous system, allowing our team to focus on what we do best while exploring new efficiencies," Cian shares.

Benefits of Business Central

While early in their journey, MACFAB is already seeing benefits from Business Central, including:

- **Enhanced Flexibility and Customisation:** Business Central's design allows MACFAB to tailor workflows and automate repetitive tasks, laying the groundwork for future process improvements and reducing reliance on Excel-based workarounds.
- **Remote Access and Cloud Efficiency:** As a Cloud-based system, Business Central enables seamless remote access, allowing team members to operate efficiently from anywhere without the constraints of connecting to office-based servers.
- **Improved Stock Management:** The organisation of inventory data and improved stock visibility allows MACFAB's team to manage supplies more efficiently and deliver a more reliable service to customers.
- **Increased Productivity Potential:** With future plans to implement tools like Continia Document Capture, MACFAB anticipates further productivity gains by automating document processing, reducing manual entry, and freeing up the team to focus on strategic, customer-focused tasks.



Looking ahead

MACFAB has plans to continue working with Xperience to unlock more advanced features in Business Central. This includes exploring production planning, customer support improvements, and leveraging automation to minimise repetitive tasks. With Business Central's flexibility and Xperience's ongoing support, MACFAB is poised to achieve a more efficient, scalable system that can accommodate future growth and change.

"We've seen incremental improvements, but we're just scratching the surface of what Business Central can do. With Xperience's guidance, we're looking forward to building more efficiencies into our workflows and achieving even more from our ERP investment," Cian McMahon notes.

Conclusion

MACFAB's adoption of Microsoft Dynamics 365 Business Central, facilitated by Xperience, has laid a solid foundation for operational efficiency and growth. By integrating this flexible ERP solution, MACFAB is positioning itself for continued success in a competitive distribution landscape. As MACFAB continues to build on this foundation, they anticipate unlocking further efficiencies, enabling them to better serve their global customer base while empowering their team to focus on higher-value activities.



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