Business Central Implementation
Scoping out the project for GMI Construction

The Challenge

GMI has expanded its office locations and increased its workforce to over 280 employees, as part of a 10-year vision to grow the business.
To enable this growth, it was apparent to Thomas West, Technology Director of GMI that the existing systems in place would not meet the needs of the business

Thomas explains "Our business was growing, and we had put in place plans for further expansion over the next 10 years, so we felt it was time to begin improving processes and efficiencies within our organisation. We identified several challenges across the business. For example, only people in the finance department had access to our existing finance system.

This presented a challenge across the business as different departments required up to date information on the business performance and a single version of truth across project information to do their roles effectively.

We also discovered that there was a significant level of duplication of effort throughout the business as different departments relied on different systems. We knew we needed some way to centralise these activities so that we could have a full view across the business and maintain control, especially with further expansion on the horizon."

Client:
GMI Group PLC

Contact:
Trevor Foster, Business Systems Manager

Industry:
Construction

Solutions:
Microsoft Dynamics Business Central

Formed in 1986, GMI Construction is a growing, well-established, successful building and construction services company operating across the North East, North West, and the Midlands with offices in Leeds, Manchester, Birmingham, and Stockton-on-Tees.

Defining the scope of the project

Following a series of meetings and demonstrations, Xperience advised GMI that a scoping project would be beneficial to help the business develop a focused plan on what they wanted to accomplish. The scoping involved a series of workshops with the key users from each department. The workshops reviewed the key functional requirements, assessed key reporting needs, and looked at how legacy data could be converted. A detailed scoping document was prepared and then agreed with GMI.

Andrew Cavey, Chief Commercial Officer at Xperience worked closely with GMI during the initial scoping project to ensure that the solution would fit the needs of the business.

Andrew recalls "The workshops we held with GMI were really insightful. It was clear that the business wanted to extend the use of their systems beyond just the finance function. There was real focus on engaging with all departments and removing the need for disparate systems and data silos. GMI wanted data to be entered once at the source and then flow through into the finance system. However, it was vital to ensure that there were controls in place to maintain the accuracy and integrity of the data."

Based on information gathered from the scoping project Xperience recommended that GMI Construction implement Microsoft Dynamics Business Central along with Contracts365, Jet Reports, and Continia Document Capture. One of the key areas of focus for GMI was to streamline the way that the business engaged with its sub-contractors. The business had recently implemented the web based sub-contractor management system , WebContractor from OpenECX As part of the Contracts365 implementation, it was agreed that these systems would be integrated so provide a seamless solution for all users.

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Why Xperience?

Thomas West explained why GMI chose Xperience to carry out this project "Xperience took the time to scope out the project which gave us the confidence that the solution would meet our needs. This was especially important to us. The Xperience approach provided continuity throughout the entire project; the same people who were involved in the initial meetings, demonstrations and scoping were then involved throughout the rest of the project. We felt reassured knowing that there would not be any broken promises during project delivery, and we were set up for a successful project. We have used the scoping document several times throughout the project, and it has been used as a blueprint for how a project should be prepared and completed within the business."

Focusing on the Implementation...

Trevor Foster, Business Systems Manager for GMI mentioned "GMI previously used systems departmentally rather than business-wide. To bring in something this big and to change a lot of the departmental processes was a big challenge for us and we have found Xperience to be of immense help. Xperience has been incredibly open to our requirements, even those at short notice. I have nothing but positive things to say about Xperience and how the project has gone so far, it has been phased in smoothly and on time, and it works as we hoped without much disruption to day-to-day business operations."

"Having the consistency of people from Xperience has been invaluable to us. Since the initial scoping project, they have guided us throughout the entire process."

Andrew Cavey from Xperience recalls how Xperience worked closely with GMI on this project "The implementation has gone very smoothly to date. Given the degree of change that was happening we agreed with GMI that the project would be broken down into 3 key phases, each with clear deliverables and timelines. The GMI and Xperience teams have worked really well together. I think it's important to highlight that GMI recognised how much work would be involved in the project and ensured that they had the resources they needed to complete it. In my opinion, the key factors in shaping a successful project are a clearly defined scope, delivered into manageable phases, and ensuring that appropriate resources were allocated."

Trevor from GMI explains "Having the consistency of people from Xperience has been invaluable to us.Since the initial scoping project, they have guided us throughout the entire process. I have been involved in numerous ERP implementation projects in the past, and for us, the scoping project was beneficial as it kept us on a clear path towards our goals for the project."

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