



## SAGE 200



### **Sage 200 increases productivity and efficiency for leading aerospace critical parts manufacturer**

#### CLIENT PROFILE:

G&O Springs provide vital, safety critical parts to the aerospace and mining industries. Precision springs are designed, manufactured and supplied by G&O Springs to keep aircraft safely in the air and to the mining industries to keep personnel safe underground. These parts are vital to the safety of the people working in these industries. Inaccuracies could have fatal consequences so it is of huge importance that G&O Springs operate a robust manufacturing and ordering service in order to provide a flawless product.

#### QUICK VIEW:

##### **PROJECT OBJECTIVES**

- Resolve immediate system issue
- Improve operations and reduce lead-times
- Increase productivity and efficiencies
- Get the right support and expertise

##### **RESULTS**

- System up and running within days
- Increased productivity and efficiencies
- Integrated systems resulting in real-time views of business
- Positive impact generated through expert consultancy and prioritised training

## BACKGROUND:

G&O Springs pride themselves on the quality of their products and services to their customers. They are included in the International Aerospace Quality Group Oasis Database and eAudit where customers can go to view audits undertaken that ensure that standards are kept – accuracy is everything.

The legacy product was Sage MMS, but when it came to upgrading they found that MMS 4 did not suit their increasing business needs. They had been growing exponentially and as they strived to improve their business processes to ensure

“We’d had multiple issues that every other provider couldn’t help us with”

the best possible service, G&O Springs used the opportunity to look at their overall business requirements and what they really needed from an ERP system.

For months G&O Springs had been working with another provider who had recommended Sage 200, but the provider had made suggestions that ultimately resulted in the entire system going down for a week, resulting in a catastrophic impact on the business. Although unsure of whether they needed a new system or simply a new approach, G&O Springs went in search for greater technical expertise and guidance.

## BUSINESS REQUIREMENTS:

### Effective prioritising

The business was in desperate need to fix the problems they had encountered and get the business systems back up and running. This needed immediate attention and success meant not only a working system but one that could interrogate data from their various data sources.

One of the biggest objectives thereafter was to be able to effectively use Sage 200, to its full potential, unlocking opportunities for G&O Springs. They needed the system to be able to improve operations and reduce lead-times for their customers. Data was key to achieving this and they were keen to ensure that there was less opportunity for error in the data being presented. They wanted to align the departments to allow them to analyse and interrogate that data producing reports and insight that would help not only individual departments but the business as a whole.

“Our top priority was to get a system that worked. After that, we wanted to go back to why we had needed a new system in the first place.”

### Improved understanding

Internally, understanding workloads and resources better would allow the teams to increase productivity and efficiencies. An area that presented the biggest opportunity to address this was work order processing and project management – by having more visibility here they would be able to affect change on the entire business.

Finally they needed to find the right support from their provider to enable them to use the software in a way that provided the biggest return.



## THE SOLUTION:

### **An holistic approach**

K3 FDS and a team at G&O Springs got together to ensure objectives were aligned. This was also used as an exercise to give confidence that with the right management the system could provide them with a new and improved way of working.

K3 FDS looked into the existing databases and systems used by G&O Springs to understand how the workflow needed to play out and assess why the problems may have arisen so that they could fix these as a first priority. It became obvious to the team at K3 FDS that Sage 200 was the best solution for them and to get everything working required a more holistic approach to the technicalities of data sources and other systems G&O were using. By looking at how information needed to flow they were able to see where the technical issues were and fix them.

G&O Springs and K3 FDS worked closely together to achieve a working plan to get everything up and running and address some of the wider issues too.

### **Relevant training**

The next step was to speak further with the wider teams in the business to get a better understanding of frustrations that could be addressed through Sage 200. This also served to ensure the best and most relevant training was applied.

Using this insight the team could prioritise updates and training/guidance that would have the most positive impact and provide the best opportunity for a positive experience and overall buy-in.

It was this holistic approach which led to a positive outcome after a very rocky past.

“Within three days K3 FDS had managed to get the system working and producing real results”

## THE RESULTS:

### **Immediate results**

The system was running as it should within days of K3 FDS and G&O working together on the project. The system errors and compatibility issues were resolved when the right version of Sage 200 was applied in the correct way. By going back to basics with the databases and workflow that G&O were working with, K3 FDS were able to work fast and get the business systems up and running quickly.

For the first time the teams were able to see real-time updates. Having this meant that everyone had a clear picture of what was happening across the business at all times. Their Excel databases refresh when changes are applied so teams can see the more recent data rather than having to save different versions. Logging jobs is done in real-time so each job has a refreshed view of resource allocation. The shop floor uses a bespoke data capture system through Sage 200, a hugely positive step for the team as they can now do everything through one system.

### **Increased output**

They have seen an increase in their productivity and workflow efficiency which in turn has seen the business equipped to react quicker to customers, make better business decisions and increase production.

### **Steve Boyd, Managing Director says of K3 FDS:**

“We have learned that you really do get what you pay for. When others have told us that they would not be able to fix the problems, K3 FDS have done it without hesitation. We know we can go to them with any serious problem and they will have the skills and the experience to resolve it. They went above and beyond and continue to do so and have even helped us with Microsoft queries as well as the inherited Sage problems.

We told them what the problems were and were able to leave them to it. It's refreshing to feel secure that our systems will run smoothly whilst K3 FDS are involved”.

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### **WHAT IS SAGE 200?**

Sage 200 software helps you manage your finances, customers and business insight in one solution. It's designed to help you share data easily; work smarter and ensure your whole business works together efficiently as well as delivering real cost benefits to your business. It's ideal for companies typically with 20-200 employees, and delivers scope to grow. Easy to install and adapt, Sage 200 offers the choice and flexibility to fit the needs of your business as it changes and grows.

#### **Key features:**

- Deploy, customise and access in a way that works for you - easily configurable software that fits to your business
- Streamline your business processes - improve efficiency, reduce total cost of ownership and simplify regular tasks
- Get key business insight to help make critical decisions - One view; see information the way you want to make key business decisions
- Access data and reports anytime, anywhere - easy access to data on the move from a range of devices making remote and field working easier
- Flexible monthly or upfront payment options - choose how you pay to suit the way your business works.

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