

# TSG Case Study: Hunters and Frankau

NAV

Microsoft  
Dynamics

## Process efficiencies with Dynamics NAV

Hunters & Frankau is the UK's leading independent cigar importer, offering an unmatched range of the finest cigar brands from many different companies. The business operates from its HQ in London, and supplies both nationally and internationally.

### The Challenge

Hunters & Frankau wanted to improve its operational workflows and efficiencies to stay ahead of the competition, and update its systems with the latest technologies.

The company needed a robust but flexible system that met the objectives of a Warehouse Management System (WMS), improved staff efficiency and a simple but effective workflow solution.

### The Solution

TSG implemented Microsoft Dynamics NAV, a powerful out-of-the-box solution that had add-ons to tailor it to Hunter & Frankau's needs. We also deployed an advanced WMS bolted onto the Dynamics NAV platform, which improved workflow efficiencies by eliminating time spent on a number of manual tasks, including tracking stock.

We also moved the business from a paper-based document system to electronic EDI, which integrated with NAV. Warehouse staff saw immediate impacts thanks to the elimination of manual processes.

*"When staff began using the new system we could see within the first week how it was going to be the perfect fit for our business, and we've been delighted by the positive effect it's had on the warehouse staff in particular."*

*"We know if we want to adapt anything as we continue to grow, the opportunity is there for us with the flexibility of Microsoft Dynamics NAV"*

Kevin McGuigan  
IT Manager, Hunters & Frankau

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