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Business Solutions

Personalised ERP:
Delivering Growth

Why Nolan?

Welcome to Nolan

1. The future of ERP: A Shift Towards Personalisation

Technology that truly reflects your organisational needs

Most businesses will now be aware of the growing trend toward ERP systems.

Worldwide lockdowns, rising costs, and economic pressure have accelerated the need for businesses to find cost-effective ways to accommodate remote working, as well as build foundations that are strong enough to attract investors, remain agile, and scale with ease.

It is becoming clear that this requires a more tailored approach.

By better supporting current systems and workflows, businesses can grow into the modern world while remaining both competitive and unique.

"As a technology company, we focus on helping customers deal with the challenges of the modern world through our Personalised ERP. It's all about finding new solutions to old problems so that people have that information at their fingertips as they need it."

Colin Smith, Co-Founder

2. ERP Facts and Trends

An operational revolution

By 2025, the ERP market is expected to see a growth of 10% CAGR as organisations look to digitise and drive down costs in the face of global pressures.[1]

Amongst the biggest ERP market trends are:

> **ERP market is expected to see a growth of 10% CAGR by 2025.**[1]

Real-Time Access and Integrated Control for maximum visibility and agility - so businesses can monitor markets, track global costs, and be alert to supply chain disruptions.

Cloud ERP Technology to enable frictionless working across different time-zones and locations around the world.

Better Secured Data to reduce the risk of hacking, cyber-attacks or data leaks.

As more businesses look towards digitalisation to help them remain competitive, the desire to find a solution provider who understands their specific vision and can offer meaningful, long-term support is growing in demand.

References: (1) Beroninc, 2021

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2. ERP Facts and Trends

Digital First

Every business must increase the digitization of operations and services to remain competitive.

Cost Pressure

Rising costs means that operations need to manage costs, monitor margin, integrate the supply chain.

ERP Trends

Secure Data

Increased need to reduce risk of data leaks and cyber attacks.

Real Time Access

Being able to respond faster by having access to data is key to being competitive.
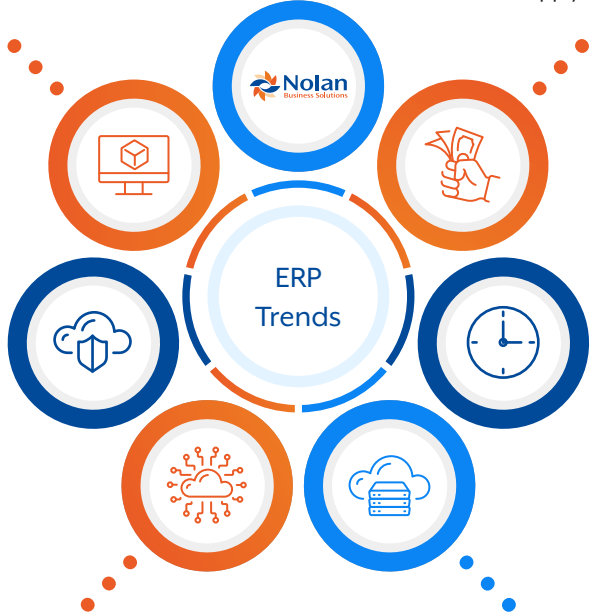
Integrated control

Global cost/supply chain disruptions means businesses want manage their value chain more closely.

Collaboration in the Cloud

Mobile technology that enables workflows across time zones and locations more frictionless are fundamental.

3. Long Term Partnerships Provide Long Term Value

Growing together

Substantial changes in business processes require a collective understanding, as well as the wholehearted participation of every employee and department, to ensure new processes are successfully implemented. It is necessary, therefore, that software providers forge valuable, long-term relationships with the organisations they're working with.

This is a big challenge.

But having an on-going, dedicated support team that they can trust, and that understands the way they operate, will give organisations the best chance to grow, adapt and remain competitive.

51%

87%

51% of companies experience operational disruption when they go live and 87% of companies require guidance when implementing ERP.[2]

References: (2) Netsuite, 2021 & Thrivemyway, 2022

4. We understand Your Organisation First

Tailored and valuable solutions

The decision to opt for a general 'off-the-shelf' ERP system can come with a host of difficult decisions and compromises. After all, the unique way in which each company functions is part and parcel of its identity in setting itself aside from the competition.

To achieve the best outcome, an ERP system needs to compliment the way in which the business operates.

This means having a deeper understanding of the mixture of skills and strengths of a business's workforce first, as well as highlighting areas that can be improved and made more efficient.

A charitable business, for example, is likely to have volunteers who often work remotely. By implementing a centralised ERP system with distributed accounting, remote workers would be able to manage their local finances with easy integration into the back office. Fully understanding a business by putting the 'how's' and the 'why's' first is the best way to achieve the intended outcome.

And when done right, research has shown that successful ERP implementation led to business process improvement for 95% of businesses.[3]

"We pride ourselves on our long-term relationships with our clients. We want to work alongside them, help them grow as a business and provide continued support in all they do"

Mark Hennessy, MD

95%

of businesses that successfully implemented ERP reported improvements in their processes.[3]

References: (3) Thrivemyway, 2022

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4. We Understand Your Organisation First

1.
Discovery:
Learning about your business

2.
Evaluate:
Assess your processes and find the best solution

3.
Design:
Design the solution based on what we've learnt so far

4.
Configure:
Build your solution!

5.
Testing:
Fix any issues

6.
Go Live!

7.
Support:
Build an ongoing relationship and support for the future

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5. Process Transformation

Forward planning and agile working

The end goal of implementing an ERP system should always be to transform the way in which an organisation operates.

The biggest hurdle with most legacy systems is working with multiple programmes and pieces of software that are incapable of talking to each other.

Without a comprehensive view of real-time data, how can businesses effectively plan and be agile enough to navigate such a fast-moving market?

Today's world requires businesses to make data backed decisions at all times.

This means having the ability to monitor and forecast sales and demand, as well as analyse historic customer data against current market trends.

Centralising this information through a fully tailored ERP system and integrated CRM effectively holds all the data in one place, thus maximising visibility and enabling better collaboration between teams by improving the flow of information across all departments.

In a world where competition is high and data is king, all businesses deserve to be given the opportunity to unlock their potential and grow by having access to data driven technologies that better serve both them and their customers.

ERP

Purchase

HRMS

CRM

Inventory

Warehouse

E-Commerce

Finance

Sales

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6. Process Efficiency

Seamless systems and company-wide synergy

The first step for any business looking to improve their processes is to iron out as many inefficiencies as possible.

This means finding ways to save time, reduce costs and free up staff for more intuitive work.

The primary goal for an IT reseller, for example, is forging customer relationships and improving sales - not deciphering how the order is processed, how it is purchased or shipped to the customer, all of which are time costly.

We've already established the benefits of adopting seamless integration to create synergy across all departments, thus helping to avoid errors and save time. Adopting an ERP system that fully automates time-consuming back-office processes and day-to-day business activities is another way efficiency can be improved.

Tailored to suit businesses needs on a case-by-case basis, a Personalised ERP system will automate day-to-day tasks such as order acknowledgements, invoices, purchase orders and remittance advices, freeing up time for individuals to focus on their strengths.

By combining meaningful and targeted automation with a tailored ERP system and integrated CRM, the possibilities are truly infinite for businesses looking to achieve their fullest potential in a fast-paced market.

7. Cloud ERP – Accessible and Secure

Real-time, flexible working with no boundaries

Cloud-based ERP has experienced a big surge in recent years, as many businesses look for frictionless ways to work remotely across different time zones and locations.

Aside from needing only a device and access to the internet, one of the biggest benefits of Cloud ERP is access to real-time analytics.

Working with the most accurate and up to date data helps to improve general productivity as it eliminates the delays for sharing information.

Further to this, senior staff can better monitor the status of each project to ensure that deadlines are met without complications. If an issue does arise it can be dealt with efficiently, ensuring that there is little to no impact on the deadline of the project.

Finally, and most importantly, Cloud ERP helps to safeguard against the potential data security issues remote working presents, by ensuring all information is backed-up and always protected.

8. Non-Cloud ERP – Support and development

For many small-medium-sized businesses, a non-cloud ERP solution - such as Microsoft Dynamics GP - continues to be the system of choice.

We put our customers and their needs first. Fifteen years ago, we identified that cloud-based solutions might be best for some customers whilst on-premise solutions may suit others.

We partnered with Oracle NetSuite as it was the first truly browser-based ERP system, and have built a thriving operation with NetSuite ever since. We are pleased to add Dynamics 365 Business Central to our cloud ERP family.

Nonetheless, Microsoft Dynamics GP is still one of the best ERP solutions on the market and we're committed to providing continued support and development services for both new and existing customers.

When on-premise customers choose to opt for a Cloud ERP, we are best placed to make that happen.

9. Personalised ERP by Sector

Because no two organisations are the same

IT Solution Providers

Operating in a fast-paced environment within tight margins requires internal processes to be as efficient and streamlined as possible. In tandem with this, IT solution providers need to be competitive - so customer service is vital.

This unique mixture requires a system that allows them to stand out within the market. A single system that is fully integrated with their supply chain would provide a comprehensive view of everything from despatch dates and serial numbers to delivery estimates. This coupled with a customer portal to boost the online shopping experience for consumers, as well as a fully automated EDI feed for drop-based transactions, would give them the strongest platform for growth.

Sport & Leisure

With a combination of ticketing revenue, sponsorship, events, and room hire, as well as retail and charitable elements - the Sport and Leisure Industry is an industry where transaction volumes are very high and can be rather complex.

Working within a multi-company environment would require an ERP system that integrates a comprehensive management reporting suite and a general ledger, giving the business the ability to closely monitor transactions and performance as well as better manage spend control.

Professional Services

In the Professional Services industry, the key business focus for employees is maintaining a consistently high-level of customer service.

A Personalised ERP system with mobile access for employees would help to create synergy with those who are working on the road, as well as streamlining processes. Project management and project accounting tools that are built into a tailored CRM, for example, would also help to provide a higher level of detail across resources and diary management.

Healthcare Services

In the Healthcare industry it is vital that all providers have access to key data and resources to ensure the highest quality of care for patients.

A Personalised ERP system will not only allow for remote access to important patient documents and other crucial assets, but will also boost efficiencies by cutting administrative costs and eliminating human error. Integrating this new technology streamlines time-consuming tasks such as scheduling appointments, payments, and inventory management.

Non-Profit

Non-Profit organisations are often subject to highly scrutinised financial reporting.

It is important that their ERP solution would provide them with a centralised system with an over-arching view of their budgets as well as spending and restricted funds. This would help the business to better monitor where funds are being spent as well as retain the ability to control discretionary spending across multiple locations. The addition of automatic reporting would also be hugely beneficial in eliminating mistakes and remaining compliant.

Casino & Gaming

Due to the multi-faceted operations that Casino and Gaming organisations face, it can often prove challenging to find a comprehensive software solution that supports all areas of the business. Usually, a multitude of Financial, CRM, and other online systems are used to run their day-to-day operations. But in a fast-paced and growing industry, efficiency where data is involved is essential. Casinos have complex needs which require robust software solutions that are easy to understand and scale up.

Wholesale & Distribution

Wholesalers and Distributors face many challenges including managing inventory levels, visibility of inventory, fluctuations in demand and complex supply chains.

Organisations in this industry need an ERP system that will help them control their inventory and meet customer demand whilst providing competition-beating levels of customer service.

Increasingly, there is a drive towards providing more business electronically. This puts pressure on systems, as they need to cope with EDI (Electronic Data Interchange) as well as make customer and inventory information available to E-Commerce websites.

10. Why Nolan?

Powerful, personalised insights that help you grow

Over the past 30 years, Nolan have established a reputation as market leaders in the delivery, implementation, and on-going support of ERP systems.

But we consider ourselves as more than just a tech team.

We help organisations to improve their operational efficiencies by providing them with the insights they need to grow into the future and implementing systems for better data management.

Since 1988, we've established strong relationships with our partners in the tech industry, enabling us to have access to the very best technical resources and latest innovations, as well as customise our services to very specific requirements.

To this day, we continue to support and consult with many of the same clients, helping them to remain both competitive and agile by improving operational efficiencies, resulting in better customer service outcomes, and positively impacting their bottom line.

Wherever your business takes you, we'll be by your side.

Quality

Respect

Integrity

"Our company values are key and drive everything we do. Every decision we make we ask ourselves whether it honours our three values – Quality, Respect and Integrity"

Mark Hennessy, MD

11. Nolan Products

Building better

At Nolan, we help build for the better.

Built for either NetSuite or Microsoft Dynamics platforms, our market-leading ERP solutions are personalised to suit our clients - a process which requires mutual understanding, trust, and collaboration. We continually invest in development by adding new solutions and making them available for our customers.

The benefit of our consultative approach is that we can recognise when systems are working well and need only 'lighter touch' solutions. As well as full system implementations, we can provide a range of products and tailored apps that will help to 'fill in the gaps' within existing ERP systems.

From Integrated Business Accounting to help consolidate your accounting processes, to Electronic Payments for paying partners in multiple currencies – Nolan can provide a range of tailored apps and solutions that will elevate day-to-day operations and provide the right foundations for growth.

Once in place, our team of expert consultants – some of whom are qualified accountants - will be on hand to offer help and guidance.

Because every business deserves valuable, on-going support.

Automated Bank Reconciliation (ABR) app, for example, is an intuitive tool that automatically reconciles bank statements and credit cards.

With automatic transaction matching, full reporting capabilities, automatic posting, and the flexibility to change reconciliation rules depending on requirements, ABR helps businesses post accurate month-end accounts and save hours of valuable time.

12. ERP Industry Leading Accreditations

A valuable heritage

Nolan is built on strong relationships. Our decades-long partnerships with Microsoft, Oracle NetSuite and other tech companies are a testament to that ethos, and we're proud to continue to grow our business alongside them.

Microsoft

- We have been key contributors in the support and development of Microsoft Dynamics for over 20 years

- Our Microsoft Dynamics GP products are used worldwide

- We have been building up our 'children products' and have now released the first of them Nolan Bank Feeds and Automated Bank Reconciliation for Microsoft Dynamics 365 Business Central.'

NetSuite

- Our leading SuiteApps are Built For NetSuite (BFN) certified

- We became the second ever UK NetSuite Partner in 2007

- A NetSuite dedicated team in HQ Hampshire and North America

- In the highest tier of growth for a NetSuite Solution Provider
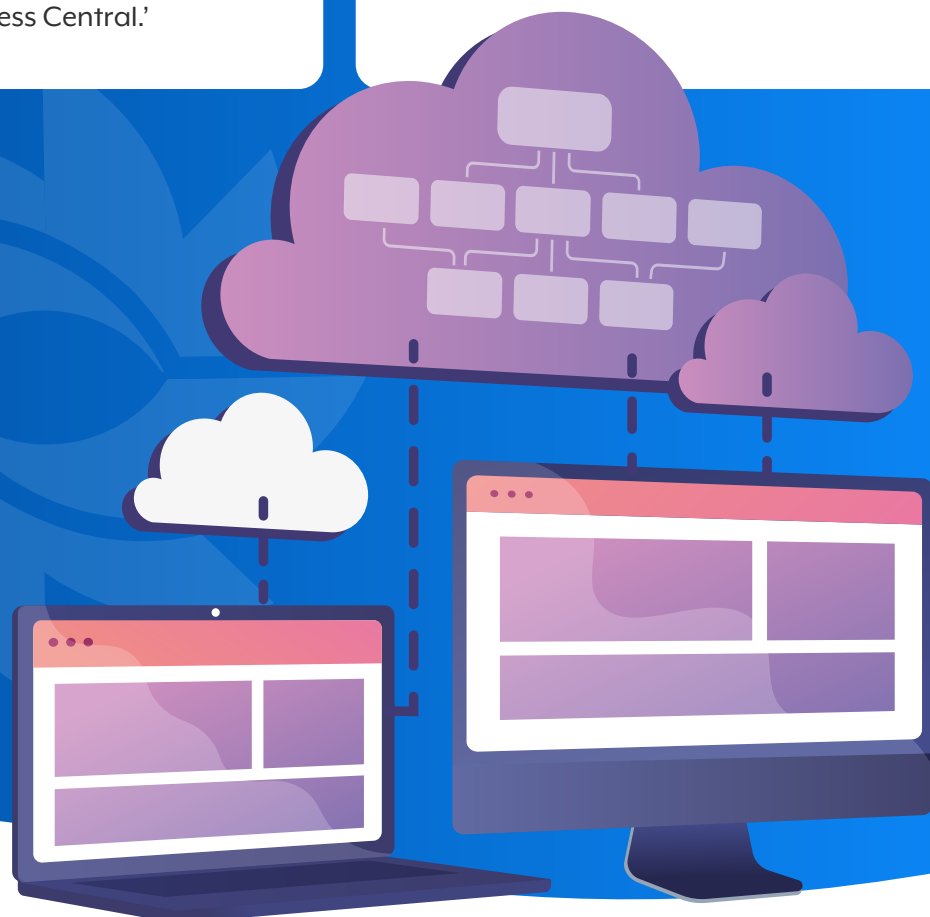
13. Personalised ERP Solutions with Nolan

Intelligent insights, resourceful working

The world has changed. To build the strongest foundations for growth and thrive in a rapidly evolving market, organisations can no longer solely rely on traditional 'off-the-shelf' ERP solutions.

The strongest recipe for success requires offering meaningful flexibility to both staff and customers, as well as systems that are flexible enough to pivot depending on the market.

This means being agile, cost-effective, and innovative. It also means excelling as communicators and collaborators - both to retain staff, attract the best new talent, and offer competition-beating customer service.

All this requires a tailored approach with Personalised ERP solutions that complement and enhance specific business processes as well as support staff needs, working patterns, and individual strengths.
No two businesses are the same.

When implementing ERP, those that give equal weight to remaining unique as well as finding ways to be cost-effective and agile will not have long to wait to harvest the rewards.

"We're not here to just sell you a system. We want to work alongside you and help your business grow. We're about making your business more agile and efficent"

Colin Smith, Co-founder

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