



Microsoft Dynamics Customer Solution Case Study



Overview

Country or Region: United States

Industry: Oil & gas

Customer Profile

W-H Energy Services supplies organizations with the tools they need to drill and produce oil and natural gas. Each of the company's subsidiaries focuses on a different aspect of the process.

Business Situation

Growth through acquisition left W-H Energy with unique standardization needs. The company needed to support diverse operations while consolidating financial processes and IT support.

Solution

W-H Energy uses Microsoft Dynamics™ NAV at its corporate office and 10 subsidiaries to consolidate financial data and automate routine processes. The single system also standardizes IT support.

Benefits

- Diverse business needs met
- Financial management consolidated
- Productivity enhanced
- IT support tasks simplified



ERP Consolidation Optimizes Operations and Productivity

“Microsoft Dynamics NAV adapted to our complex environment, standardizing and centralizing critical business processes for increased efficiency and productivity.”

Ila Patel, VP of Audit and Information Services, W-H Energy Services

The services and products supplied by W-H Energy Services facilitate the drilling and production of oil and natural gas. This publicly traded corporation has formed or acquired more than 10 subsidiaries—each with a unique set of business processes. To consolidate financial processes and simplify support, W-H Energy uses Microsoft Dynamics™ NAV across the entire enterprise, standardizing on this innately flexible, yet comprehensive business management solution. Working with Microsoft® Gold Certified Partner SimCrest, the company's IT team customized and extended the system to meet the diverse needs of each subsidiary. Microsoft Dynamics NAV provides unified financial processes, making routine tasks and year-end auditing efficient. In addition, standardizing on a common enterprise resource planning system allows W-H Energy IT to streamline IT support and optimize operations.



“Our subsidiaries are so diverse. The customization potential of Microsoft Dynamics NAV was extremely compelling. We were able to customize databases and features to fit a variety of needs.”

Yogesh Patel, Systems Applications Manager,
W-H Energy Services

Situation

W-H Energy Services provides products and services that help customers drill and produce oil and natural gas wells. The company mainly focuses on customers located in or near the Gulf of Mexico from its headquarters in Houston, Texas, but is expanding its operations internationally into other areas, such as Brazil and the Middle East. W-H Energy subsidiaries employ roughly 2,900 people and operate in two broad segments: drilling-related products and services and completion and workover-related products and services.

Acquisitions helped fuel the growth of W-H Energy. The company currently boasts more than 10 subsidiaries, all of which operate as autonomous companies—for the most part. Each has its own management team and operations; however, IT operations and support are centralized, as are corporate financials.

To manage these processes, W-H Energy needed a business management system that standardized financial process and support needs, while being flexible enough to meet the differing needs of each subsidiary.

“Our subsidiaries each focus on a different aspect of drilling and producing oil and gas, so each has unique business requirements—and requires different features from its business management system,” says Ila Patel, VP of Audit and Information Services at W-H Energy. “Our system had to support the needs of a diverse group of businesses.”

Solution

W-H Energy is using Microsoft Dynamics™ NAV. The customizations and modules implemented vary, but out of the 2,900 W-H Energy employees, approximately 670 of them use Microsoft Dynamics NAV in their daily activities.

“Since we have so many installations, there’s not a set usage pattern,” explains Yogesh Patel, Systems Applications Manager at W-H Energy. “The subsidiaries use different modules within Microsoft Dynamics NAV to fit their unique business processes and specialized needs.”

Although each implementation is tailored for each subsidiary, certain core functionality of Microsoft Dynamics NAV is common across the entire enterprise. Each subsidiary uses the General Ledger in Microsoft Dynamics NAV, which is mapped to the corporate general ledger. Other in-use modules include fixed assets, sales, receivables, purchases and payables, manufacturing, and inventory. W-H Energy customized Microsoft Dynamics NAV to meet each subsidiary’s specific needs.

Microsoft Dynamics NAV features a built-in development environment in addition to a flexible architecture, facilitating an easy customization and extension of core capabilities. Says Yogesh Patel, “Our subsidiaries are so diverse. The customization potential of Microsoft Dynamics NAV was extremely compelling. We’re able to customize databases and features to fit a variety of needs.”

For example, four W-H Energy subsidiaries use a customized purchase order (PO) approval process. The process extends the automation already present in Microsoft Dynamics NAV. When a PO is created, an e-mail message is automatically generated and sent to an approver. The approver and approval time and date are all stored for auditing purposes.

“While W-H Energy IT staff handles day-to-day support and routine customizations, the company works with SimCrest consultants for second-level support and to resolve more complex integration issues,” says Carsten

“The productivity gains are apparent, but Microsoft Dynamics NAV isn’t just a business management solution—it’s a technology investment that will grow with W-H Energy.”

Ila Patel, VP of Audit and Information Services,
W-H Energy Services

Howitz, President of SimCrest, a Microsoft® Gold Certified Partner.

For example, SimCrest consultants were called in to help W-H Energy integrate an existing product life-cycle management system with Microsoft Dynamics NAV and to resolve issues relating to migration of data from manufacturing systems.

The flexible architecture of Microsoft Dynamics NAV also supports seamless integration with independent software vendor applications, such as Jet Reports, ExpandIT Backup, and Optimizer Utilities. Microsoft Dynamics NAV connects smoothly with these products, which helps W-H Energy maximize its technology investment.

Benefits

The comprehensive capabilities of Microsoft Dynamics NAV automate and streamline business processes across W-H Energy. The business management system allows subsidiaries and the parent company to use the standard functionality of Microsoft Dynamics NAV while customizing the solution to meet specific requirements—all while consolidating financials and support.

“The productivity gains are apparent, but Microsoft Dynamics NAV isn’t just a business management solution—it’s a technology investment that will grow with W-H Energy,” says Ila Patel.

Diverse Business Needs Met

Microsoft Dynamics NAV provides W-H Energy with the flexibility it needs to satisfy the requirements of the corporate office and the subsidiaries. The solution provides subsidiaries with specialized functionality, while allowing the corporate office to easily roll up financials and reporting. This means that the organization can function as a whole.

Explains Ila Patel, “Microsoft Dynamics NAV adapted to our complex environment, standardizing and centralizing critical business processes for increased efficiency and productivity.”

Financial Management Consolidated

“W-H Energy is a publicly traded company, so we have to report financials in a consolidated manner,” says Yogesh Patel. “Each installation of Microsoft Dynamics NAV connects back to the corporate office, sharing data with the corporate ledger account.”

At the end of each month, Microsoft Dynamics NAV users are able to swiftly extract financial data from each subsidiary and upload it into the corporate system. From start to finish, uploading the data for subsidiaries takes no more than 35 minutes.

In addition to a consolidation, within each subsidiary, Microsoft Dynamics NAV automates routine financial management tasks, such as check writing and bank statement reconciliation, and enables employees to generate detailed financial reports.

Productivity Enhanced

The efficiencies and productivity gains attributed to Microsoft Dynamics NAV resonate through W-H Energy subsidiaries. “Microsoft Dynamics NAV takes the pain out of daily processes. The system really simplifies all tasks,” explains Yogesh Patel.

For example, the customized PO approval process replaced a manual system where employees tracked POs on paper—wasting time and complicating audits. The automated method supported by Microsoft Dynamics NAV, says Ila Patel, “saves each subsidiary close to 30 hours a month.”

W-H Energy gains further efficiencies through the use of subsidiary-specific Microsoft

For More Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234 in the United States or (905) 568-9641 in Canada. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to: www.microsoft.com

For more information about W-H Energy Services products and services, call (713) 974-9071 or visit the Web site at: www.whes.com

For more information about SimCrest products and services, call (214) 644-4000 or visit the Web site at: www.simcrest.com

Dynamics NAV modules; for instance, Pathfinder Energy Services, a subsidiary which makes tools and products for drilling, uses the manufacturing module in Microsoft Dynamics NAV. This technology provides that team with a robust tool to manage manufacturing process and optimize material usage. With it, Pathfinder Energy Services has improved its ability to track production orders and to provide better costing.

“We have another subsidiary that we’ll be bringing into the manufacturing module within the next six months, because of the benefits Microsoft Dynamics NAV offers,” says Yogesh Patel.

IT Support Tasks Simplified

Supporting Microsoft Dynamics NAV has optimized the actions of the W-H Energy corporate IT team. Because W-H Energy has standardized on Microsoft Dynamics NAV, the company has been able to centralize and streamline support.

“Microsoft Dynamics NAV is inherently easy to maintain,” says Ila Patel. “And having a single business management system to support the diverse needs of our subsidiaries relieves a huge burden. We’re able to quickly and accurately address any issues that arise.”

Microsoft Dynamics

Microsoft Dynamics is a line of integrated, adaptable business management solutions that enables you and your people to make business decisions with greater confidence. Microsoft Dynamics works like familiar Microsoft software such as Microsoft Office, which means less of a learning curve for your people, so they can get up and running quickly and focus on what’s most important. And because it is from Microsoft, it easily works with the systems that your company already has implemented. By automating and streamlining financial, customer relationship, and supply chain processes, Microsoft Dynamics brings together people, processes, and technologies, increasing the productivity and effectiveness of your business, and helping you drive business success.

For more information about Microsoft Dynamics, go to: www.microsoft.com/dynamics

Software and Services

- Microsoft Dynamics
- Microsoft Dynamics NAV

Partner

- SimCrest