



# Leading Manufacturer 2G Uses Microsoft Dynamics NAV 2013 to Prepare for Rapid Growth

2G had adjusted hardware capacity to keep up with its strong growth and wanted to increase its efficiency and performance correspondingly. A smooth transition to the new solution resulted in the ability to work faster, collaborate with field-service employees via easy mobile access from any browser or device, and enjoy a simplified and focused user experience.

#### Expectations

- Improve collaboration
- Simplify tasks
- Make fast decisions based on facts
- Increase performance

#### Industry

Oil and gas

#### Country or Region

Germany

*"It's the countless little features that make our lives easier and save minutes. Taken across an entire day, the improvements are quite significant."*

Marcel Ingenhorst, Controller, 2G

2G has established itself as one of the world's leading manufacturers of combined heat and power (CHP) units and aims to play an active part in the global energy revolution. The use of CHP modules for distributed power systems helps 2G customers reduce their energy costs while also helping them align with political goals intended to reduce the impact of global climate change.

To keep up with challenging industry demands and their own ambitions, 2G decided to participate in the Microsoft Dynamics NAV 2013 Technical Adoption Program, upgrading its existing Microsoft Dynamics NAV 2009 implementation to the current version. Deploying the latest version of Microsoft Dynamics NAV has improved collaboration, simplified tasks, helped managers make fast fact-based decisions, and increased performance. In short, Microsoft Dynamics NAV 2013 has prepared 2G to stay on top in the future.

#### Web Access Improves Collaboration

2G cites the new web client as one of the main reasons for the change to Microsoft Dynamics NAV 2013. Browser-independent web access allows field service employees to interact with the system easily, no matter what device they use. Through the web interface, employees can access the system and retrieve information directly from a mobile phone or PC, without a VPN connection.

It's much easier and faster to gain access via the browser and device of their choice, and even people who aren't heavy users of the system can still collaborate simply and efficiently.

*“The evaluation of mass data has simply become a lot faster.... And it has been stable since day one.”*

Jörg Frenker, Head of IT, 2G

“What’s great about the web client is that it works with all common mobile devices and operating systems, from the Windows phone through hardware that uses Android up to Apple devices such as the iPhone or the iPad,” says Jörg Frenker, Head of IT at 2G. “That’s a huge advantage that has helped us strengthen acceptance internally.”

2G is currently deploying the upgrade to additional regions across its global enterprise, giving remote sales teams and employees in countries such as the United States access to the stock lists in Microsoft Dynamics NAV. “Here, the browser-independent web access proves to be a clear advantage for us once more,” says Frenker.

### **The User Experience Simplifies Tasks and Saves Time**

2G had been using Microsoft Dynamics NAV 2009 successfully, so employees required minimal training to take advantage of the new feature set.

“We noticed quite a few improvements to the menu structure in terms of usability and efficiency,” says Frenker. “Where it used to take longer to execute many of the available commands because they were nested, the new version is much easier to handle.”

Frenker also points out that evaluations in Excel are now easily updated just by clicking Refresh. The most current figures in Excel are then transferred from the ERP system seamlessly. “That means a considerable reduction of the workload, particularly during ad-hoc evaluations. And the search functionality in lines is another important feature that supports us enormously,” Frenker says.

“It’s the countless little features that make our lives easier and save minutes. Taken across an entire day, the improvements are quite significant,” adds Marcel Ingenhorst, Controller at 2G.

### **Reports Support Informed Decisions**

2G also benefits from the fast and easy overview that a role-tailored display offers. In clearly defined areas—such as storage, sales, or service—the new customizable displays and adjustments have been well-received by users, simplifying their daily work.

An overview of important figures is readily available in real time. And from a technical point of view, the adjustments made by the users at the object level can be administered much better and reversed much more easily.

“Reports can now be created as well,” says Frenker. “We had achieved some substantial simplifications with the introduction of Microsoft Dynamics NAV 2009, but this version has even more improvements.”

Simple evaluations can be compiled via drag-and-drop and a few mouse clicks. More advanced users can quickly build sophisticated reports using the new Report Designer tools.

*“Microsoft Dynamics NAV 2013 is a very sophisticated system that makes daily work much easier and a lot faster, saves a significant amount of time, and reduces the need for IT support.”*

Marcel Ingenhorst, Controller,  
2G

### **An Increase in Performance**

The introduction of Microsoft Dynamics NAV 2013 along with 2G’s strong growth in recent years proved to be a good opportunity to renew their hardware and server landscape as well. As a result, 2G achieved a huge improvement in performance. For example, a customized proposal across several divisions that takes all company requirements into account—a process that used to take eight hours and required dedicated hardware—takes only 30 minutes today. “The evaluation of mass data has simply become a lot faster,” says Frenker.

Ingenhorst adds, “All in all, Microsoft Dynamics NAV 2013 is a very sophisticated system that makes daily work much easier and a lot faster, saves a significant amount of time, and reduces the need for IT support.”

“And it has been stable since day one,” says Frenker. “We are working on fine-tuning the system, which allows us to process five times more than the requests we currently receive. And we have to be able to do that because we expect our business growth to follow a path similar to the one taken by our ERP system.”

### **Next Steps**

- [Connect with Microsoft Dynamics](#)
- [Become a Dynamic Business](#)
- [Learn about partner solutions available in the Microsoft Dynamics Marketplace](#)

For more information about Microsoft Dynamics, go to:  
[www.microsoft.com/dynamics](http://www.microsoft.com/dynamics)

This case study is for informational purposes only. MICROSOFT MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS SUMMARY.

Document published October 2012

**Microsoft**