

Customer success story:

UK's Leading CNC Machine Tool Supplier Reaches New Heights with Agilyx Group and Certinia Accounting

The Customer

T W Ward CNC Machinery Ltd ('Ward CNC') is one of the UK's leading suppliers of CNC machine tools to a wide range of OEM's and sub-contract metal cutting companies. The company was originally part of the Thomas W Ward Group, which had its origins in Sheffield over 140 years ago and grew to be a major industrial conglomerate with worldwide activities. T W Ward currently employs over 30 people across its 5,500 square metre facility at Albion Works, Sheffield and its dedicated sales showroom at Redditch. They are the sole UK distributor for a number of the world's leading machine tool manufacturers.

The Challenge

T W Ward was facing a major challenge when it came to their legacy accounting system. The company had grown rapidly over the years and its existing system could no longer keep up with their increased operations. It lacked robust reporting functionality, had too much manual data import/export processes which were prone to human error, and it struggled to meet the strict tax compliance requirements of external audits. With only two months left before a May 1st deadline for standing up a new system, the T W Ward team needed to find not only a system that would address their challenges, but an implementation team that would be able to deliver what they promised.



Client name

T W Ward

Industry

Machinery Manufacturing

Organisation Size

30+

Headquarters

Sheffield, UK



Certinia
Accounting



The Solution

"It has been a pleasure to work with the Agilyx team and successfully achieving a very tight go-live timescale. Their professionalism and support/guidance has been exemplary from Day 1 and the team assembled around the globe has allowed them to work effectively in progressing at a pace to achieve the goal. We look forward to the next phase and continuing the relationship with Agilyx and concluding with a successful outcome."

- James Hood, Director, IT Services

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Key takeaways from the project



Enabled Certinia Accounting to maintain business continuity



Improved and automated documentation retention processes



Streamlined compliance with both external audits and tax requirements

Final Summary

T W Ward chose to work with Agilyx Group and extend their existing Salesforce solution by implementing Certinia Accounting (AP, AR, GL) both within budget, and within the company's tight timeline of a May 1st go-live to ensure business continuity. By replacing their aged legacy system, T W Ward was able to improve their reporting capabilities and accuracy of forecasts while simultaneously automating business processes and eliminating duplicate efforts - giving the team more time to focus on data analysis instead of manual entry. The new system enabled compliance with both external audits and tax requirements, as well as effective management of document retention policies and adopting best practice processes.

To ensure success with their new solution, Agilyx provided access to software documentation, instructor-led courses and a comprehensive online knowledge base - allowing T W Ward to begin realising the value of Certinia right away. As a result of the successful implementation, T W Ward are now looking forward to taking advantage of the first phase of their implementation to achieve greater efficiencies, and a Phase 2 which will provide further integrations across all departments.

Agilyx Group's global delivery team leveraged its unique resources available across the world to provide follow-the-sun service delivery that transcended timezones and enabled true collaboration between both project teams - ultimately providing T W Ward with the necessary resources for 140 more years of service success.

