

# ANDY GUMP

## CASE STUDY



WESTERNCOMPUTER.COM  
OXNARD, CA | 805.581.5020

### ANDY GUMP DELIVERS HIGH-QUALITY FIELD SERVICE WITH DYNAMICS NAV AND WESTERN COMPUTER

#### A PARTNERSHIP BUILT ON TRUST

#### THE SOLUTION

Andy Gump is a family-owned and operated business that has been providing temporary site services including sanitation, power, and fencing to Southern California for over sixty years. From special events as large as the 1984 Los Angeles Olympics to the smallest of construction sites, Andy Gump prides itself on being the industry leader in their area.

Over forty drivers leave from five different facilities every day to deliver and maintain Andy Gump's site services. Drivers start their day as early as 4:30 A.M. and make upwards of sixty different stops at customer locations during their workday.

In this service-based industry, keeping customers happy is a critical goal for Andy Gump. Delivering the highest quality of service at this level of scale requires true excellence in logistics supported by mission-critical software applications.

**Andy Gump chose Western Computer as their ERP partner to help them achieve these goals due to their industry and technology expertise.** They recently worked with Western Computer to implement Microsoft Dynamics NAV 2016 as their core ERP solution. NAV 2016 provided the capabilities they needed to manage their complex business processes with the flexibility they required to customize the software to meet their unique needs.

#### The Need for Flexibility

One of the challenges in the temporary site services business is that "there really is no great software built specifically for our industry, so we have to heavily modify most of the solutions we work with," said Tariq Batarseh, Andy Gump's ERP Administrator. They had been developing on their old system for over eight years and know that they will always have a need to modify future solutions as their business requirements change.

As a result, the primary requirement for Andy Gump in their ERP selection was that the system had to be easily customizable.

"This is the beauty of the NAV platform," said Batarseh. "You can make it do whatever you want it to do."

#### THE BENEFITS

##### Delivering High-Quality Field Service Efficiently

With NAV in place, they were able to modify existing workflows within NAV and quickly build



#### PROJECT GOALS

- Implement an ERP solution that was easily customizable to meet unique business requirements
- Recoup more return on investment from ERP investments that had been made but not deployed
- Deliver high-quality customer field service efficiently
- Improve user productivity with tasks and reporting

**"There is a strong team at Western Computer that supports us...it's a true blessing. From top to bottom, Western Computer demonstrates that they care about their customers."**

Tariq Batarseh  
ERP Administrator  
Andy Gump



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a proprietary servicing module, primarily to handle driver dispatch and routing.

Now, supervisors can track every route that is dispatched and add new work order locations to the closest existing route – either by location or drive time. Efficient routing requires that many factors are considered: which route is closest to the new location, does the truck have the right units available, is the truck the right size as some locations can't be accessed if the truck is too large, and has the driver reached their maximum number of stops or working time available in the day. **The benefits of routing efficiency for their field service operations are enormous, making it possible to deliver a higher quality of service as well as improve cost controls.**

To support their drivers that are on the move eleven to twelve hours per day, they added a mobile field service solution that displays work order detail from NAV and enables drivers to input updates directly into the system.

### Making Users More Productive

Andy Gump has rapidly adopted role centers to customize the NAV experience for their users. They have role centers for billing, sales, special events, dispatching, and management. They also like that users are empowered to customize their own views so they can see the information the way they want to view it.

As users are adopting the new platform, they are becoming more productive. Andy Gump's operations team recently shadowed a billing specialist in their company while she completed the billing process. **They were able to eliminate an hour from her day by adjusting the steps and tasks in the process to take full advantage of NAV 2016.** Even simple items like replacing 'copy and paste' with auto-populated fields are having a big impact.

The team at Andy Gump also reports that they have become more productive since going live in 2017 due to the "vastly improved" enhancements in reporting. Firstly, just getting access to the data used to be a challenge because it had to be pulled and prepared manually. Now, these reports are available out of the box as standard reports. Secondly, having mobile access to NAV from a phone, tablet, or web browser was another important capability that caused Andy Gump to move forward with their upgrade. They didn't want to require their managers to be at a desktop to access the data and reporting they needed. That was a huge selling point for NAV 2016.

Finally, there was one other critical reason that Andy Gump chose to make the jump to NAV 2016. The version of NAV that they were using was reaching 'End-of-Support' from Microsoft. Most software companies, like Microsoft, stop supporting older versions of their applications. Businesses that continue to use those older versions run the risk that there won't be any support available to them if they run in to an issue. Obviously, it is very risky to run your business on an ERP system that is no longer supported and this was the exact situation that Andy Gump wanted to avoid.



## PROJECT HIGHLIGHTS

- Efficient driver dispatch and routing delivers high-quality service at a lower cost
- Role Centers empower users to access the information they need and customize their views
- Mobile capabilities enable data to get into the system and be reported from the system on any device

**"Anyone can sell you anything, but with a partner, we ask 'Can they deliver? Do they really support us in our long-term goals?' Western Computer does both."**

Jen Brickner  
Financial Controller  
Andy Gump

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### WHY WESTERN COMPUTER?

Western Computer and Andy Gump had previously worked together when Andy Gump first purchased NAV 5.0 from them in the early 2000's, but the company selected a different implementation partner over time. Unfortunately, the version of NAV they owned was never fully implemented by the other partner, and it sat on the shelf for several years. Andy Gump knew that something had to be done since they were investing in an ERP solution they were not completely using.

They reached out to Western Computer who immediately got involved in helping them to recoup some of their investment in maintenance fees to be used toward their NAV upgrade.

"Jeff Pyne, our consultant, and Tom Bardos (CEO) at **Western Computer really went to bat for us,**" said Tariq Batarseh. Together, with Western Computer, they were able to implement more of their business on NAV within a few months. This was a huge, positive step in the right direction. Another few months later, Western Computer helped the company to go live, running their whole business on NAV 2016.

The partnership between the two companies has only strengthened over time.

Andy Gump shares their experiences in their own words:

"Western Computer has proven to be a true business partner, not a sales company. This is key for us. We're very loyal to our customers and our vendors - we like to see that reciprocation. The partnership and relationship are important to us. Anyone can sell you anything, but with a partner, we ask 'Can they deliver? Do they really support us in our long-term goals?' Western Computer does both."

- Jen Brickner, Financial Controller

"Western Computer is not financially driven. They are there to help their customers - not just sell us more product. I saw that from the Account Management team. If he thinks something that we already own is better than what is available in the marketplace, he tells us 'hey, you don't need to buy that.'"

- April Bustos, Operations Administration Manager

"There is a strong team at Western Computer that supports us. I know that I can program freely and I don't have to worry if I run into an issue because I have their entire team backing me up. It's a true blessing. **From top to bottom, Western Computer demonstrates that they care about their customers.**"

- Tariq Batarseh, ERP Administrator



### PROJECT RESULTS

- More efficient routing for forty drivers servicing over fifty sites per day
- Billing process tasks reduced by one hour per day
- Managers have access to system data anytime, anywhere, on any device

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Andy Gump has aspirations to expand their utilization of NAV 2016 to handle almost all of their business processes. They are moving forward with the confidence that they have the right solution and the right partner to achieve these goals.

### WHY WESTERN COMPUTER?

Andy Gump started over sixty years ago and has continued to grow their temporary site services beyond sanitation to include power, fencing, storage, and temporary office site solutions. Based on their location in LA and Southern California, they have an obvious focus on customers in the film/tv production and construction industries as well as special events, including the Academy Awards.

#### "Another Andy Gump"

In the decades since Andy Gump first started the business in the 1950's, Californians have become accustomed to seeing their portable restrooms at various construction and event sites across the region with the sign, "Another Andy Gump" on the front door. They have become not only the most recognized names in their industry, but they have also been innovators from the very beginning with many of their best ideas coming directly from customer suggestions. Andy has always said, "we're here to help people, not just to sell a service." With that motivation in mind, Andy Gump is well-poised to continue to maintain both their strong reputation and their business growth.



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