

Inciper was recently rebranded from Kerv when it joined Kerv Group. This project was delivered at a point when the team was known as Inciper.



## How Kerv's assurance strategy ensured success for Howden's Dynamics 365 Implementation



Originally founded in 1854 in Scotland as a marine engineering firm, Howden has evolved into a global leader in manufacturing air and gas handling solutions.

Having used Microsoft AX for several years Howden had decided that in order to move forward, they needed to make the move to Dynamics 365.

As a large business with an in-house ERP team, Howden were experienced in implementation, using a global template that meant a typical Microsoft AX legacy solution could be implemented in around 6 months. However, when the decision was made to move to Dynamics 365, Howden soon realised that the process wouldn't be as simple as originally thought; building a completely new ERP was different than a deployment, and therefore Howden needed additional advice.

They had chosen an implementation partner, and brought Kerv into the organisation as an advisor that would soon evolve into auditing the project and providing assurance. Soon after the initial kick-off, Kerv would become a trusted advisor, there to guide Howden through their implementation successfully, maintain impartiality with the implementation partner, and offer support at every stage.

"At the drop of a hat, Kerv were always ready to help us. I can't recall a time where Kerv couldn't accommodate something we asked for."

**Martijn Brons,**  
ERP director at Howden

## The need for change

Microsoft AX support was coming to an end, and the organisation knew that change was needed. However, even with an internal team experienced in doing ERP deployments, the organisation soon realised that they didn't have the necessary knowledge of design and development needed to implement Dynamics 365. It was going to be much more complex than the Microsoft AX deployment projects they were used to. After choosing an implementation partner, Howden knew that based on past experiences, they needed a third party advisor - a partner that could come into the organisation and use their

knowledge and expertise to validate what was being done, and offer advice throughout the project. That partner was Kerv, who were chosen to audit each phase of the implementation, and ensure that the project would be done correctly.

However, while Kerv were originally appointed to audit what was being done in the project, we soon evolved into an advisory body, and became a source of knowledge and expertise where the project otherwise was lacking.

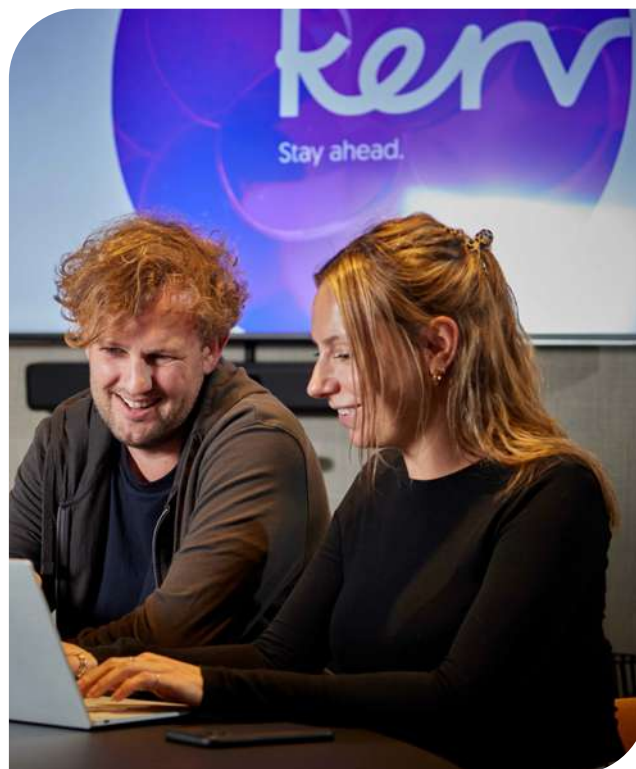
## Auditing and assurance

As the implementation project progressed, Howden's working relationship with Kerv grew, and Kerv became more involved with assisting the organisation when there were issues, or shortcomings in the project.

What Howden valued most from Kerv was that they went above and beyond to become a reliable source of expertise, knowledge and assistance that could be utilised whenever Howden needed it. Our impartiality provided a middle ground between the two other parties, and our skills proved invaluable as the implementation progressed.

Howden began to utilise other aspects of Kerv's offering, such as providing insights on how to approach system and user training, and finding a best-fit project manager to take a holistic view of the project as a whole - which Kerv helped achieve. Additionally, Kerv provided assistance where the implementation partner faced limitations, such as in the initial testing of the system.

The additional services that Kerv provided Howden with throughout their Dynamics 365 implementation proved to be extremely valuable. The organisation were able to make sure that everything was completed to the highest possible standard, and had a constant source of external support and expertise available to them whenever they needed it.



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“Inciper completed detailed audits at the end of each phase of the implementation; they would come up with a list of questions, or issues they had found, and we then were able to rectify them to make sure that we weren't carrying any problems through the project.”

Sandra Young,  
Enterprise Manager at Howden

“They provided us with risk mitigation - reinforcing that we were doing the right thing at each stage. They would even steer us into certain areas of focus that we hadn't really looked at, and give us advice on best practice.”

Martijn Brons,  
ERP Director at Howden

“While we developed an audit and assurance path throughout the implementation with them, we also began using the experience Kerv's experts had, and utilised other service offerings. Kerv effectively evolved into an additional resource, and a source of knowledge where we faced shortcomings ourselves.”

Sandra Young,  
Enterprise Manager at Howden

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### As a result of Kerv's assistance throughout the implementation, Howden gained:

Validation of each phase of the project, and assurance that all elements were on track.

Independent, impartial advice on best practice techniques throughout the implementation, as well as risk mitigation.

Trusted advisors to help steer the project in the right direction, and resolve issues.

## A helping hand

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“We valued the independence Kerv had above everything - they performed the role of advisor perfectly.”

Martijn Brons,  
ERP Director at Howden

“One of the shortcomings of using an implementation partner was they weren't involved with the initial testing, so when it wasn't going well, Kerv were the ones to point out the issues we were having. They identified the problems quickly and offered suggestions for improvement, which helped us massively.”

Martijn Brons,  
ERP Director at Howden

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# Flexible, independent, dependable

The working relationship between Howden and Kerv grew stronger throughout the implementation project, and the organisation now has a partner for the future; one which they can return to in subsequent projects, and depend on to get the job done.

Kerv has the expertise, skills and knowledge necessary to guide businesses through a Dynamics 365 implementation - be it assurance, or developing your new solution. With a team of experts on all Microsoft products, as well as change management, project strategy and auditing - you can be sure that your ERP implementation is a complete success.

For more information on how we can assist you in your Dynamics 365 implementation, speak to one of our experts today.

**“Inciper delivered what they said they would everytime. We knew exactly what we were getting each time we spoke with them.”**

Martijn Brons, ERP Director at Howden



**To see how we can help your business, or to learn how you can benefit from our approach to ensure your projects are successful get in touch!**

## Get in touch with us

For general enquiries please contact  
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