

:: Cork Supply US with Microsoft Dynamics NAV

How is CSUS and how you describe your business?

Cork Supply USA is America's premier wine packaging supplier focusing on supplying premium wine packaging products (Natural corks, Nomacorc synthetic closures, Rivercap tin and poly-lam capsules, Tonnellerie Ô French oak barrels and Creative Oak oak alternative products) to the North American wine market. We have 60 dedicated professionals driven to provide superior products and customer service to the premier wineries in North America. In our core product lines, we have 25+% market share in one of the most competitive markets in the world.



What business challenges / requirements led CSUS to search for a new solution?

Our company has virtually doubled in size and scope over the last 5 years and we need a comprehensive business solution to help the "back office" manage the business. Our current version of Navision is over 10 years old and we outgrew its capabilities. As we've added more and more products to our portfolio, it became obvious that we needed an advanced ERP system to help us double our business again.

How was the selection process done? Why Corkvision and Arquiconsult?

This one is easy! We interviewed 4 different Navision solution providers and once we met the team at Arquiconsult it quickly became clear that they totally understood our business model. Their implementation team is brilliant and they've guided us through the process effortlessly!

Why stay with Dynamics NAV?

We looked into other programs, but Dynamics NAV seems to be the right solution for a mid-market company like ours. It provides all the solutions that we were looking for, but it isn't a monster program like SAP.

What do you expect from Arquiconsult during and after the project go-live?

We expect Arquiconsult to help implement "Best in class" business solutions to maximize our productivity, customer service and profitability. The ERP system is the foundation, but Arquiconsult goes way beyond just implementing an "Accounting Package" and they really became our strategic partner to help us be a stronger company.

What main benefits do you expect to take from this project and from the implemented solution?

Bottom line – increase customer satisfaction! We know the system will increase our productivity and overall management information systems, but our goal is to increase customer satisfaction which increases revenue and profitability.

What is your future vision for Dynamics NAV and this project in terms of the future (next 3 years)?

In three years we hope to see happy, productive team members that are increasing customer satisfaction and driving increased revenue and profitability. In three years we hope to be starting another major business in the premier wine packaging industry. We are confident that Dynamics NAV will support this new business with minimal effort!