Case Study

Driving Efficiency & Stability with Trident's LS NAV Support

Optimizing logistics operations through automation, real-time tracking, and intelligent yard management.

Industry: Beverages & Distribution
Location: UAE
Solution Implemented: LS NAV by Trident

TRIDENT
Creating Values

ABOUT CUSTOMER

African + Eastern is the largest beverage distributor in the Middle East, with a strong market presence in the UAE, Oman, and Qatar. Representing an extensive portfolio of globally renowned alcoholic beverage brands, the company operates across wholesale, retail, and on-trade channels. Its commitment to operational excellence, timely distribution, and compliance with regional regulations demands a reliable and efficient ERP infrastructure.

CHALLENGES

As a growing enterprise with diversified operations, African + Eastern faced mounting challenges related to the performance and support of its Microsoft Dynamics NAV system:

- **Frequent system outages and slow performance**, particularly
- during peak business hours.

- **Limited in-house technical expertise** to resolve complex NAV issues, leading to operational delays.

- **Inefficient support processes** without structured SLAs, causing escalations and frustration among business users.

- **Lack of proactive monitoring**, resulting in recurring problems and reduced system reliability.

- **Need for ongoing NAV optimization** to support changing business workflows and regional compliance requirements.

SOLUTION IMPLEMENTED

Implement the **LS NAV (NAV Lifecycle Support)** service—a proactive, SLA-based support framework customized for Microsoft Dynamics NAV.

- **24x7 ERP Support:** Round-the-clock technical and functional NAV support via a dedicated helpdesk.

- **Structured Ticketing System:** Implementation of a centralized system to log, track, and resolve issues with SLA adherence.

- **Proactive System Monitoring:** Regular diagnostics and health checks to
- identify and resolve bottlenecks before they impacted operations.

- **Expert NAV Consultants:** Deployment of NAV specialists to resolve issues across finance, inventory, logistics, and reporting modules.

- **Continuous Optimization:** Monthly reviews and system tuning to align NAV capabilities with business growth and compliance updates.

BENEFITS TO CUSTOMER

- **35% Reduction in ERP Downtime:** Faster and more effective issue resolution.

- **Improved Operational Continuity:** Proactive monitoring reduced unplanned disruptions.

- **40% Faster Ticket Resolution:** Enhanced support workflow and dedicated response team.

- **Improved Staff Productivity:** Internal users gained confidence in system stability.

- **Scalable Support Framework:** Built to accommodate future system upgrades and business expansion.

CUSTOMER TESTIMONIAL

"Trident's NAV LS support has played a critical role in stabilizing and enhancing our ERP environment. Their team not only brings deep NAV expertise but also a proactive approach to problem-solving. We now have the confidence that our system can support our growth without disruption."

— IT Manager, African + Eastern

TRIDENT INFORMATION SYSTEMS

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