



Founded more than 75 years ago, Buehler is one of the leading providers of materials preparation, testing and analysis solutions worldwide.

With offices in 9 countries, employing approximately 375 employees, Buehler creates the infrastructure to serve the diverse needs of their customers.

Worldwide, the Buehler employees and operations are committed to delivering quality and environmentally responsible products guided by ISO 9001 Quality Management Principles and ISO 14001 Environment Management Systems.

Industry:

Manufacturing

Number of Users

90

Organization Size

Medium (50-999 employees)

Country or Region:

United States, Canada, Germany, China, France, Japan & United Kingdom

Technology Environment:

Microsoft Dynamics NAV 2015

Connect with Buehler:



"We needed a solution that was easy to use, and would allow us to easily extract data from."

Tom Edwards, Global Business System Manager, ITW Buehler

Buehler products and analysis methods are applied in Quality, Research & Development, and University laboratories and across numerous industries, including Aerospace and Defense, Automotive, Electronics, Energy, Medical and Primary Metals. As a leading provider of scientific equipment and supplies, Buehler strives to deliver solutions their customers will value.

At the time of our meeting Buehler was on a 'green-screen' program that was developed in the mid-80s called MAPICS 5.0. MAPICS 5.0 would not allow Buehler's staff to do normal every-day tasks such as collect a customer's email account. "The system was old and very difficult to extract data from," says Tom Edwards, Global Business System Manager of ITW Buehler.

The Challenge:

Buehler's business management software MAPICS was not user friendly in pulling data from. Buehler is a worldwide organization and needed something that would tie together their various independent databases. Buehler was using an independent CRM and ecommerce site. This meant that Buehler employees had to re-create orders placed in those independent databases onto their current ERP software. This then presented the challenge of managing independent customer and item tables. "We needed something that would provide easy analysis tools," said Tom Edwards, Global Business System Manager of ITW Buehler.

"We needed something that would provide easy analysis tools."

Tom Edwards
Global Business System Manager
ITW Buehler

The Solution

In 2012 Solution Systems was asked to present a demonstration of Microsoft Dynamics NAV 2013 and its capabilities for Buehler. After carefully evaluating other solutions Buehler made the decision to choose Microsoft Dynamics NAV 2013 as its ERP software.

With the help of Microsoft Partner Solution Systems, Buehler implemented Microsoft Dynamics NAV 2013 and has since upgraded to Microsoft Dynamics 2015.

The Results

By choosing Microsoft Dynamics NAV Buehler has access to standard features that would normally have to be customized with many other ERP software solutions. With Microsoft Dynamics in one place Buehler has gained visibility and control over its materials preparation, testing, and analysis solutions. And because Microsoft Dynamics NAV was able to tie together Buehler's independent databases, Buehler's staff can now view real-time key performance indicators and a wide range of reports quickly and efficiently.

With Microsoft Dynamics NAV's sales, marketing, and service management capabilities Buehler is able to collect email accounts with ease and can record all the interactions with their contacts. For example, Buehler can record telephone calls, meetings, letters, sales orders, and quotes that can be logged and retrieved at a later time.

Next Steps

- [Connect with Microsoft Dynamics](#)
- [Connect with Solution Systems, Inc.](#)

