



**Trident Foams Ltd  
successfully completes their  
digital transformation with the  
help of Pegasus Opera and  
Synergy Technology**



# Introduction

Established in 1986, Trident Foams Limited is a family owned business based in Derbyshire, UK, known as a leading manufacturer and supplier of rigid polyurethane products. Even though they are known for supplying installation to luxury yachts, they provide to a wide array of sectors from renewable energy, florist foam, to signage & construction, they manufacture materials for many different requirements. During the pandemic, Trident Foams even manufactured and supplied parts to go into COVID wards and nightingale hospitals.

Because they manufacture from basic raw materials, they can offer a broad range of product types, using a wide variety of different urethane production techniques. This means that they need to keep track of a large number of processes and different stock items.

## Pain Points

Trident Foams required a system that would help to enhance the efficiency of their business and positive impact on their team's productivity. The main three business challenges that they faced were:

1. Improving internal communication.
2. Improving business planning.
3. Reducing wastage / cost.



Trident Foams were in need of an accounting software package that would help with material requirements planning (MRP) as well as job scheduling on the manufacturing floor and in the offices. In addition to this, they required a system that would provide in-depth reports using the data in their existing database, which would seamlessly run in the background. Trident Foams expressed that they would need an application which would help to scan and log barcodes/QR codes, which could then be logged against registered stock codes used in the stock system.

Overall they needed to control the costs of the business through the use of IT, while improve efficiency and making it easier for their employees to process and complete orders.

## The Solution

After a full scoping process and evaluation of the business' requirements, the team at Synergy Technology used their expertise and knowledge of a wide range of different systems, to recommend a solution that would meet the needs of the business.

The solution consisted of a core system of Pegasus Opera, with integrations to Microsoft 365, KC Bill of Materials and Fox Pro. This solution addressed all of the challenges Trident were facing.





# Initial Concerns

Trident Foams did have some initial concerns regarding the introduction of new software into their business.

Firstly, they were concerned that introducing a new system would take substantial time, which in turn would affect the employees on both the manufacturing floor and in the offices. They required a system that would integrate with their existing database with minimal disruption to their business.

On top of this, Trident Foams needed a system that their staff could quickly be trained to use, and would be easy to understand for the team, which consisted mostly of inexperienced IT users.

Due to the company's size, and unique way of working, the Trident hadn't been able to find an off the shelf solution to fit their needs. "We looked at a number of different packages" said **Phil Kenyon, Managing Director of Trident Foams** "but there wasn't a one-size fits all solution. For that reason, we knew we required a system that was a bespoke build to our business."



Despite these initial concerns, the engineers at Synergy Technology were confident that Pegasus Opera was the perfect fit for their business.

All the company data was transferred and implemented into the business in a short period of time, with little disruption to the workforce. The technical engineers at Synergy Technology then implemented the solution and fully trained everyone in the company, ensuring that all users could confidently use the system from day one.

The highly customisable nature of Pegasus Opera combined with the years of experience and high level of expertise held by Synergy Technology meant that the solution could be configured to fit Trident's workflow exactly. This meant that unlike the off-the-shelf solutions they had looked at previously, the Synergy Technology Solution was able to address their needs fully.

## The Solution

Pegasus Opera provides Trident Foams Ltd a complete solution, offering inter-departmental integration to give everyone a unified view of the business.

Focusing on finance, payroll and supply chain management, Pegasus Opera has assisted in improving internal communication, simplifying business planning and reducing costs by eliminating the need for additional services.

The Managing Director of Trident Foams Ltd, Phil Kenyon, said "Pegasus Opera really drives the company. It is the basis of which all stock is recorded and valued. All the accounts, purchases and sales, ledger and processing all go through the one package".



Specifically built for the manufacturing industry, the KC Bill of Materials has provided the necessary facilities to create, define and maintain lists of stock items. The use of dropdown menus has assisted Trident Foams in creating a more efficient system, which make it easier for all staff to understand sections of work and to navigate their way around the system. KC Bill of Materials has also helped Trident Foams with product batch/serial tracking and with operation code breakdown, improving the efficiency and productivity on the shop floor.

## The Future

Although Trident Foams are happy with the current system they are running, they have discussed interest in adopting further technology in the future. Mr Kenyon, has expressed some ideas on this matter. "We know that Synergy provide CRM, we have looked into it in the past and although it isn't ideal for our company at the moment, it is definitely something that we will revisit in the future."

"We are looking into further partnerships though. We are interested in finding a clock card system for our employees to record times and when they are on the premises. This will massively help with meeting health and safety and fire safety regulations, as well as calculating wages and benefits. We have even heard about biometric clock-in systems with thumbprints. It's a possibility in the future that we could look further into this".

Furthermore, Trident Foams are in discussion with Synergy Technology about potentially upgrading their Opera package to Pegasus Opera 3 SQL SE.



In the meantime, Trident Foams have been extremely satisfied with the quality of service provided by Synergy Technology, as well as the use of Pegasus Opera in their business.

Phil Kenyon think technology is key to the company's future growth. "IT is the only way that small companies like us will survive. We have to constantly change and adapt. Synergy Technology have always been extremely helpful with any training with new and existing people in the company. Plus, any issues that we have, they get seen to pretty quickly. A lot of the time, they are not on our radar because we know that it is going to be dealt with by the team at Synergy."

Through the use of technologies like Pegasus Opera, Microsoft Office 365 and KC Bill of Materials, Trident Foams Ltd now have a seamless integration between all departments, can generate in-depth reports and have improved the financial and manufacturing processes throughout the business.



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