



Microsoft Dynamics GP Customer Stories

October 2014



THINKING MAPS





Data protection firm doesn't miss a beat migrating to Microsoft Dynamics GP on Microsoft Azure



Objectives

When it opened in October 2013, the data protection company faced a unique challenge: put in place new IT infrastructure rapidly, but its mature client base couldn't tolerate any disruption in service.

Tactics

To minimize the burden on its IT staff and reduce investment in physical infrastructure, Catalogic adopted an IT strategy that relies heavily on cloud-based services: Office 365 for productivity, hosted Exchange for email, and Microsoft Dynamics GP for financial management. The Microsoft Dynamics GP deployment runs in the cloud on Microsoft Azure.

Results

Catalogic appreciates not only the high security and low cost of ownership, but looking ahead, the move to a hosted implementation of Microsoft Dynamics GP will help them pursue business goals that include simplifying processes and providing more robust reporting across a distributed global organization.

“When you look at what we're paying for versus what we get, it's very good. Having the comfort of a global data center offers huge value—and huge peace of mind.”

– James Farrell, Manager of Data Protection Software Services, Catalogic Software



Nonprofit uses Microsoft Dynamics GP

to manage growth and save to help persons with disabilities



Objectives

One of the first private schools for children with disabilities, Bancroft has become a leader in helping people with autism, brain injuries and intellectual or developmental disabilities lead independent lives. As Bancroft's growth reached over \$100 million in annual revenue, its stand-alone accounting system no longer met the complex needs of its finance department.

Tactics

Bancroft selected Microsoft Dynamics GP not only because it delivers the capabilities they were looking for, but also offers rapid implementation.

Results

Today, Bancroft relies on Microsoft Dynamics GP for integrated financial management and reporting. Microsoft Dynamics GP data analytics capabilities have also positioned Bancroft to identify cost savings and new revenue opportunities so that it can reinvest and better serve the children and adults who benefit from its innovative programs.



"Bancroft didn't really have a robust ERP solution. We had a stand-alone accounting system that really didn't meet the needs of our growing organization. What we needed was a system that could grow, and also a system that had very robust analytics."

– Tom Burk, Chief Financial Officer, Bancroft



Batteries Plus Bulbs uses Microsoft Dynamics GP

to manage rapid growth and create loyal customers



Objectives

The Hartland, Wisconsin based company has relied on Microsoft Dynamics GP as the “backbone” of its operations through this tremendous growth. The core vision for the business is to create loyal customers through service.

Tactics

To support both that vision and rapid growth, they expanded the use of Microsoft Dynamics GP beyond financials, operations and inventory management to include empowering call center workers with real-time customer information.

Results

Other expected benefits include the ability to rapidly start a new device repair line of business by taking advantage of the field service module in Microsoft Dynamics GP.

“Everything comes into and out of Dynamics GP. That’s the system that is always keeping the most accurate account of what our operations are doing and how we’re doing.”

– Dan Dugan, Director of Application Services, Batteries + Bulbs



National ambulance service reduces costs and accelerates implementation with hosted Microsoft Dynamics GP Solution



Objectives

Rural/Metro, with 8,500 employees and 66 entities across North America, was using an antiquated JD Edwards ERP system that was inefficient, expensive to maintain and would no longer be supported. The leadership team wanted to implement a more efficient and cost-effective ERP solution on a very tight schedule.

Tactics

After evaluating several ERP systems, Microsoft Dynamics GP was the clear choice. R/M already operated in a Microsoft environment and, with integration a top priority, choosing a Microsoft ERP system would give them the cohesive and scalable foundation they were looking for.

Results

Benefits include: Improved efficiency and productivity; centralized multi-entity management; flexible and accurate reporting; real-time business intelligence; predictable monthly IT costs; SOX-compliant infrastructure; a secure and scalable platform; and experienced, ongoing support.

"RoseASP could get us up and running on Microsoft Dynamics GP in the cloud very quickly at a fixed monthly cost, without having to invest in any additional hardware or staff to support [...] our system."

– Michael Mills, Rural/Metro, Senior Project Manager



Semiconductor maker implements ERP solution in six weeks, gains a firm grasp on its business



“With Microsoft Dynamics GP, powerful reporting and analytics tools, and productivity applications from a single software company, we can grow our sales and operations based on real insights into the actual needs of customers. If we had to do it all over again, we’d make the same choice.”

– Joe Whitty, Controller, Amalfi Semiconductor



Candy maker sharpens competitive edge, drives productivity and insight with ERP upgrade



Objectives

The company believes strongly in leveraging technology to gain every advantage possible, from driving ongoing improvements to productivity to providing business intelligence directly to its customers, helping them to make more informed buying decisions and enabling Allan Candy to stand out from larger competitors.

Tactics

In support of this effort, the Allan Candy Company engaged Microsoft Gold Certified Partner TGO Consulting to upgrade its existing enterprise resource planning solution to Microsoft Dynamics GP 2010.

Results

Since going live with the solution, the company has streamlined processes, particularly around material requirements planning, and continues to build on the business intelligence capabilities, which it holds critical to its success.

“I have done my share of ERP implementations, including SAP, Oracle, Siebel, and PeopleSoft, and I have never seen an upgrade go as smoothly as this. ”

– Steven Diakowsky, President and CEO, Allan Candy Company

New York City food rescue organization doubles deliveries without increasing costs

Objectives

In 2011, City Harvest embarked on a five-year plan to double the amount of food it distributes annually while significantly expanding its work in high-need communities. The organization's leaders recognized that achieving these aggressive growth goals would require significant process and efficiency improvements.

Tactics

To accommodate growth without increasing costs, City Harvest worked with Microsoft Dynamics Gold Certified Partner MIG & Co. to deploy Microsoft Dynamics GP on-premises and Microsoft Dynamics CRM Online.

Results

They now have increased data visibility and improved communication across the donor and customer chain, and more efficient route scheduling enables them to retrieve and deliver more food per trip on its daily routes. City Harvest plans to extend inventory management to delivery drivers on Windows 8-based handheld devices.

"Our Microsoft Dynamics solution enables us to manage the process of growth more efficiently and strategically, while reflecting excellent stewardship of food and cash donations."

— Matthew Reich, Vice President of Operations, City Harvest



Education technology leader controls business, streamlines finance with cloud-based ERP



Objectives

CompassLearning, a provider of curriculum software, had just three months to move to a financial management solution after the owners sold the company. The company's leaders had goals for the flexibility, cost-efficiency, and dependability of the new software and wanted to avoid investing in a new infrastructure.

Tactics

Microsoft Gold Certified Partner NextCorp implemented a cloud-based solution comprising Microsoft Dynamics GP and SMB Suite, beating the deadline by weeks. The integrated cloud-based solution is highly flexible in supporting changing business requirements and the company's growth.

Results

CompassLearning increased efficiencies in finance by 25 percent and replaced unpredictable, corporate IT charges with a low, monthly expense, also reducing costs.

"The more we work with Microsoft Dynamics GP and SMB Suite in the cloud, the more we find ways to use the solution effectively. We will continue to increase the value we experience from it."

– Chip Pate, Director of Finance, CompassLearning



Technology provider relies on ERP system to support enterprise customers worldwide



Objectives

Computer Data Source (CDS), a provider of mission-critical services and technology to customers around the globe, wanted to eliminate inefficiencies resulting from disconnected software tools and build a solid foundation for the company's growth.

Tactics

CDS replaced Intuit QuickBooks financial software, which it had outgrown, with Microsoft Dynamics GP as a full-fledged enterprise resource (ERP) system.

Results

CDS has enhanced its business management and customer support. In five years, the company saved more than US\$5 million in service delivery cost. In addition, with its new efficiencies, CDS quadrupled its global business without adding staff in IT and finance. Data from Microsoft Dynamics GP is critical in delivering consistent, rapidly responsive customer service that maintains demanding service-level agreements with enterprise customers.

“Microsoft Dynamics GP has played a critical role in our successful growth. With this solution, we can do business effectively with enterprises by offering resources and service levels that one would expect from a company much larger than ours.”

– Ron Wollner, President, Computer Data Source



Software developer boosts insight, productivity, and service levels with ERP upgrade



Objectives

A developer of custom software, Dorset Software has 50 employees and annual sales of U.S.\$3.3 million. The company firmly believes in leveraging technology to help people work faster and smarter in as many ways as possible—from business intelligence to productivity gains.

Tactics

By taking advantage of technology, Dorset Software can better deliver business value to its customers and stand out from the competition. In support of this effort, Dorset Software upgraded its existing enterprise resource planning solution to Microsoft Dynamics GP 2010.

Results

Since going live with the solution, the company has improved its ability to provide business intelligence to managers, increased productivity, improved internal and external communications, and expanded access to information to team members.

“We felt Microsoft Dynamics GP was already an effective business management solution, but the new version is even more powerful in terms of providing information to the people who need it.”

– Nicole Thompson, Director of Accounting and IT, Dorset Software



Personal-care products manufacturer and distributor enhances operations with ERP solution



Objectives

Dr. Miracle's is a leader in the ethnic personal-care products industry. Facing growing popularity and increased growth, the company outgrew its Intuit QuickBooks accounting software and required a comprehensive enterprise resource planning (ERP) solution.

Tactics

Based on the recommendations of its software-consulting partner, MIBAR.net, Dr. Miracle's chose Microsoft Dynamics GP in addition to a fully integrated electronic data interchange (EDI) solution from SPS Commerce.

Results

Dr. Miracle's has eliminated the need for an outsourced EDI service, saving approximately U.S.\$40,000 a year. The company has also gained comprehensive business insight, enhanced its control over operations, and improved customer relationships with retailers ranging from mass-merchant stores to local, single-proprietor beauty and barbershops.

"Out-of-the-box, Microsoft Dynamics GP helped us gain control over our raw materials, finished goods, and cost associated with blending our products."

– Kate Goldberger, IT Manager, Dr. Miracle's



Manufacturer triples growth with Microsoft ERP



Objectives

EMIT Technologies, an emissions engineering and manufacturing company, had only 17 team members in 2007 when it began planning an upgrade of its business management software to support anticipated growth.

Tactics

EMIT was quick to choose Microsoft Dynamics GP because it needed to achieve immediate results. The strategy worked. EMIT Technologies was able to go live with the AP, AR, GL, Inventory, and Manufacturing modules of Microsoft Dynamics GP in only three months.

Results

EMIT has taken the solution further, upgrading twice and integrating the ERP with several other manufacturing systems, including its CAD software and Microsoft Dynamics CRM for sales order processing and streamlined communications. EMIT deployed Microsoft Dynamics GP 2013 as it prepared to leverage the new capabilities to drive ongoing improvements.

“For more than five years, Microsoft Dynamics GP has supported us as we have grown from 17 to more than 110 team members. The latest release, Microsoft Dynamics GP 2013, will add new capabilities that we will use to improve strategies in every process across the company.”

– Travis Perkins, Director of IT, EMIT Technologies



Historic manufacturer revitalizes operations with cloud-based infrastructure



Objectives

The family-run company—the oldest manufacturer in Minnesota—was established in 1865. The most recent economic downturn posed a threat to this proud tradition.

Tactics

Forced to close the doors in 2009, the Faribault Woolen Mill recently revived its operations, modernizing the systems and infrastructure that support the traditional textile manufacturing processes. Once a horse-powered operation, the company now employs e-commerce and a cloud-based infrastructure, running on Microsoft Dynamics GP.

Results

The revitalized Faribault Woolen Mill is proud to be continuing its heritage of traditional textile manufacturing on a platform supported by Microsoft technology. After the new systems are fully deployed, the company expects Microsoft Dynamics GP along with Microsoft Dynamics CRM to help it achieve a high level of customer excellence.



“What brings people to us is our quality product and service. To that end, our Microsoft infrastructure helps us ensure we’re able to continually deliver quality and meet our customer expectations.”

– Paul Mooty, CFO, Faribault Woolen Mill



Fargo school districts turn to ERP

to streamline administration



Objectives

When the Fargo and West Fargo public school districts of North Dakota set out to deploy an employee contract management system for teachers, the initiative quickly expanded into a broad modernization initiative, as each district identified additional technologies and defined a set of functional requirements.

Tactics

The districts evaluated several commercial, off-the-shelf ERP packages. They selected Microsoft Dynamics GP, which provides core financial management, HR, and payroll functionality, while allowing each district to tailor their solution to the specific needs of school administration.

Results

The Fargo and West Fargo public school districts now benefit from an integrated ERP system tailored to the specific needs of school administration. With Microsoft Dynamics GP in place, the districts have been able to significantly streamline back-office operations while supporting rapid growth.

“Because Microsoft Dynamics GP can draw on the information from our other systems, we have eliminated the need for manual data reentry. Running a report is now a matter of a few clicks of the mouse rather than a tedious effort pulling information from various files and systems.”

– Mark Lemer, Business Manager, West Fargo Public Schools



Performing-arts center moves to the cloud

to streamline finance and focus on its goals



Objectives

As the Kauffman Center for the Performing Arts transformed from a start-up to managing a new facility, it sought the technology to operate efficiently and practice sound financial management.

Tactics

The organization decided on a cloud-based implementation of Microsoft Dynamics GP, Microsoft Exchange Server, and Microsoft SharePoint Server.

Results

By moving to the cloud, the Kauffman Center saves more than US\$600,000 in its three opening years and continues to bring memorable performing-arts experiences to the community, outsourcing ancillary functions. With Microsoft Dynamics GP, the organization streamlines the tasks of financial management, provides full financial transparency, and complies easily with complex reporting requirements. The Kauffman Center has also taken advantage of the cloud-based technology to help it pursue its sustainability initiative and prepare for future challenges.

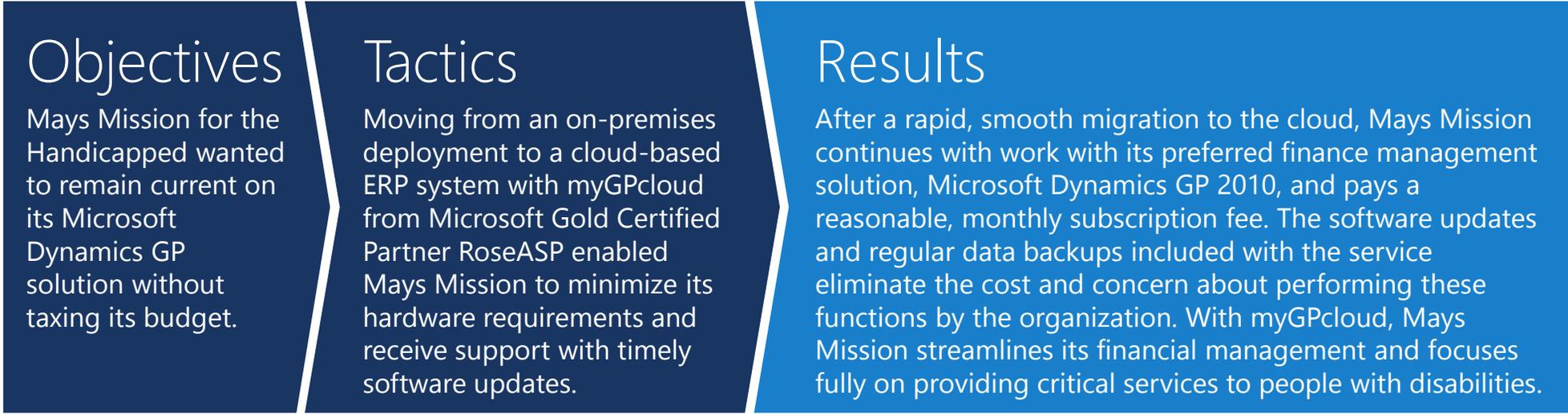
“By using cloud-based Microsoft technologies, including Microsoft Dynamics GP, we generate substantial savings and efficiencies; practice transparent, sound financial management; and bring outstanding performing-arts events to growing numbers of patrons.”

– Connie Silverman, Controller, Kauffman Center for the Performing Arts



Nonprofit generates large cost savings, focuses on mission with ERP in the cloud

Mays Mission for the Handicapped



"I would recommend myGPcloud to anyone. It's an outstanding value, takes a huge burden off our own resources, and offers an advanced solution that helps us streamline our work in so many ways."

– Sherry M. Niehaus,
President and Executive Director, Mays Mission for the Handicapped



Distribution company improves efficiency, visibility with connected business solution



Objectives

The company has grown over the past five years, increasing the gallons of water it delivered by 20 percent in 2009. To continue this growth without adding headcount, Primo Water needed more automated business processes and easier access to accurate business data.

Tactics

The company was already using Microsoft Dynamics GP 10.0 and, after reviewing the enhanced features of Microsoft Dynamics GP 2010, made an easy decision to upgrade.

Results

Since the upgrade, Primo Water has identified multiple processes that it will shorten—some by days—and expects overall company efficiency to improve by 15 percent. In addition, employees can now access information stored in Microsoft Dynamics GP 2010 by using a variety of different business tools and can access information that is targeted to their role.

“Real time communications and access to data across vendors, partners, and customers is critical to our success. Microsoft technology has been invaluable to create an electronic ecosystem for all these independent businesses to operate in.”

– Mick Gunter, Senior Vice President of Operations, Primo Water



Clean-technology provider uses ERP system to manage and grow complex business



Objectives

Rypos, a provider of clean technology that reduces diesel emissions in a variety of applications, had outgrown its Intuit QuickBooks system and required a solution that would let it perform efficient financial management in integration with manufacturing operations.

Tactics

After reviewing a number of possible systems, Rypos engaged with Microsoft partner Altico Advisors to implement Microsoft Dynamics GP as its ERP system. The company set up Microsoft Dynamics GP to support its complex manufacturing scenarios, provide serial and lot traceability, and facilitate streamlined financial management.

Results

With the solution in place, Rypos reduced the time needed for month-end closing by half. In addition, company managers use the solution's reporting capabilities for a real-time, comprehensive view of business events, which provides them with better control of the company's performance and direction.

“With Microsoft Dynamics GP, we can mature and grow as we deliver clean technology to our diverse markets. Our new ERP system is the cornerstone of our IT strategy.”

– Don Simoneau, CFO, Rypos



Sports equipment innovator improves efficiency, empowers staff to drive performance



Objectives

Shock Doctor is known for protective athletic equipment such as mouth guards and other apparel.

Tactics

The data-driven organization deployed Microsoft Dynamics GP to improve financial management and capture data from previously manual processes.

Results

The company has improved efficiency remarkably, reducing the time required for month-end closing by 50 percent and recovering up to 400 hours per year in time spent processing transactions. The solution also allows employees to act more effectively, by capturing operational data and quickly distributing information to company leadership—including on smart phones and tablets—so they can drive their own initiatives and continue to drive company performance.

“If you can partner with your IT group, all of a sudden your ability to service your customers can be a point of differentiation

– Jeff Burnett, VP of Finance, Shock Doctor



Wholesale art distributor saves \$10,000 per year by switching from NetSuite



Objectives

Faced with plummeting sales in the wake of the recession, the company, which prints lithographs of original art and photography and sells in volume to wholesalers and framers, was already running a lean operation and needed to trim additional costs any way it could.

Tactics

The cost of using NetSuite for financial management was too high. They sought a new solution that could assist with order processing and fulfillment, generate invoices, calculate artists' commissions, and manage inventory at the company's physical warehouse location. They chose Microsoft Dynamics GP, hosted by Microsoft partner NextCorp.

Results

The cost savings alone have justified the switch from NetSuite to Microsoft Dynamics GP, but the company also cites the ease of maintaining the hosted solution and its confidence in the Microsoft brand as additional benefits.

"As soon as I realized there was a small business financial solution from Microsoft Dynamics, I stopped looking at the alternatives."

– Maureen Hosey, Vice President, SpectrumArt Corporation



Eyewear company easily adopts and gains efficiency with upgraded business system



Objectives

Spy Optic is a California-based company that designs and develops high-quality, high-performing eyewear products for action sports, fashion, music, and entertainment sectors. The company had grown significantly since its start in 1994.

Tactics

To efficiently manage its business, Spy Optic was using Microsoft Dynamics GP 9.0. A successful track record with this business management solution made it an easy decision to upgrade when Spy Optic was presented with the opportunity. The rollout was seamless and entailed upgrading 60 computers in just 30 hours.

Results

Since completing the upgrade, Spy Optics has realized significant business advantages. Employees have quickly adapted to the new system and are more efficient because of improved integration with the Microsoft Office system and SmartLists. Spy Optic is also strengthening its relationship with Microsoft and is receiving outstanding support.

“With Microsoft Dynamics GP 2010, our employees are empowered to get the data they need without requesting reports from other departments.”

– Jason Johnson, ERP Administrator, Spy Optic



Fabless manufacturer goes to market with support from a cloud-based ERP solution



Objectives

Syndiant is a leading fabless manufacturer of light-modulating panels used in high-resolution displays for ultraportable projectors. When the company moved from R&D into production, it needed to build a supporting enterprise resource planning system.

Tactics

Syndiant engaged Microsoft Gold Certified Partner Tensoft to drive a cloud-based deployment of Microsoft Dynamics GP and the vertical-industry solution Tensoft Fabless Semiconductor Management.

Results

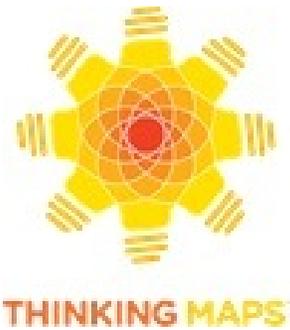
With the fully integrated and industry-specific solution in place, Syndiant has successfully transitioned into production, growing its sales from a couple units per week to more than 5,000 units per week. And with the cloud-based deployment model, Syndiant has eliminated the need for its own IT team, enabling it to control overhead and focus on continued growth opportunities.

“Having a solution with a secure data center and high availability—and not having to fund or support that IT infrastructure on our own—makes the solution based on Microsoft Dynamics GP a great fit for our business.”

– Tupper Patnode, Vice President of Operations, Syndiant



ERP solution helps Thinking Maps streamline everyday work to improve customer service



Objectives

Thinking Maps, with a small team of seven in its North Carolina offices, offers its products nationwide through a dispersed team of 21 sales representatives. In 2007, after the company expanded into new markets, they had reached the limits of the Peachtree accounting software it had been using to manage its business.

Tactics

After using Microsoft Dynamics GP for more than five years, Thinking Maps recently upgraded to Microsoft Dynamics GP 2013.

Results

For Thinking Maps, a lot has certainly changed since deploying Microsoft Dynamics GP. And by taking advantage of the solution's powerful capabilities and simple, intuitive interface, Thinking Maps is now running its small business more efficiently than ever, all while providing improved customer service and keeping pace with ongoing growth and change.

"The simple interface and comprehensive functionality of Microsoft Dynamics GP 2013 enables me to do my job without my ERP solution getting in the way. It just works the way I need it to, and that's really all I can ask for."

– Jonathan McCarron, Accounting and Customer Service, Thinking Maps



Prepaid Visa provider eases financial management, cuts IT costs with hosted ERP



Objectives

The Prepaid Visa RushCard provided instant access to a set of basic financial services for more than 48 million Americans who previously could not establish traditional banking relationships. For seven years, UniRush paid an annual service fee to UniFund, its sister company, for back-office operations and the use of UniFund's deployment of Sage Accpac for accounting. But by 2010, it became clear that it was time to make a change.

Tactics

UniRush considered both Sage PeachTree and Microsoft Dynamics GP. VP Tom Brand's success with Microsoft Dynamics GP in a former job hastened the decision.

Results

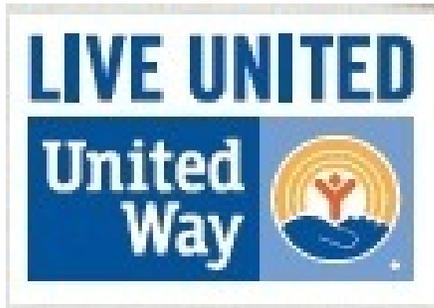
Since deploying Microsoft Dynamics GP, UniRush has eased access to financial information while greatly speeding reporting when compared to the aging Accpac system it relied on in the past. At the same time, the cloud-based system has proven much more cost-effective, while still providing the robust capabilities and flexibility that UniRush needs as it continues to grow by as much as 50 percent each year.

"By going with a cloud deployment of Microsoft Dynamics GP, we knew we could keep our IT team focused on developing new products and features. We don't have to spend our own resources on maintaining an accounting system, so we keep our overall costs lower."

– Tom Brand, VP of Finance, UniRush



United Way eases grant management and reporting with comprehensive business solution



Objectives

To better support local United Ways and the communities they serve, United Way Worldwide strives for efficiency and having the right people and processes in place. Its legacy accounting system, however, often proved a barrier to such aspirations.

Tactics

The organization implemented Microsoft Dynamics GP because it offered the flexibility and reporting capabilities that it needed at an affordable price.

Results

By moving from a legacy system to Microsoft Dynamics GP, United Way Worldwide has seen considerable improvements in productivity and reporting and now has easy access to the information it needs to improve donor relations and gain tight control over grants and budgeting.

“Instead of spending all our time to just get the reports out, we can now take a step back and analyze the data. We can look at donor information, trend information, budget, spending, and revenue generation, and even simply look at our capital and fixed assets, which we couldn’t easily do before.”

– Chris Keightly, Vice President of IT, United Way Worldwide



Publisher adopts ERP and CRM solutions to enable efficiencies and drive growth



Objectives

Neither UMI's legacy ERP system nor NetSuite had the flexibility to easily meet the company's requirements. Company leadership found it difficult to extract timely, meaningful information from the systems.

Tactics

When UMI looked to replace a legacy ERP system and reviewed vendors, it found that the capabilities it sought were standard features in Microsoft Dynamics solutions. UMI deployed Microsoft Dynamics CRM and Microsoft Dynamics GP.

Results

Today, the company enjoys superior operational efficiencies and generates substantial savings with the integrated solutions. It has enhanced the timeliness of customer shipping and is able to target customer segments with appropriate content. In a prime position as a trusted service provider to its market, UMI is now in a much better position to help its business partners reach consumers with their own offerings and to lead the industry as it grows.

"As we grow and build more customer relationships to deliver content around the globe, Microsoft Dynamics CRM and Microsoft Dynamics GP are the wheels on the engine of our progress."

– C. Jeffrey Wright,
CEO, UMI

