CASE STUDY: HOSTING PROVIDER EXPERIENCES PROCESS INTEGRATION AND SAVINGS WITH MICROSOFT DYNAMICS®

Overview
This company is a leading provider of cloud hosting and recovery solutions to a global customer base. These services generally fall into four categories: shared line of business, dedicated line of business, co-location and cloud services.

Background
They inherited Microsoft Dynamics GP after acquiring a Delaware-based competitor. After relocating their corporate headquarters to Denver, the company sought a local Microsoft Dynamics partner to support their implementation.

The company had many manual processes in place that Dynamics GP could reduce or eliminate, decreasing costs and increasing efficiency with an optimal implementation. The company also desired a local partner to provide system support, given their unfamiliarity with its capabilities.

Project
The RSM technology consulting practice was introduced to them through an existing relationship with a partner on the technology risk management team. The company selected RSM following a rigorous interview process where RSM demonstrated a broad depth and wide range of experience.

RSM upgraded them to the current version of Dynamics GP, configuring the system to handle the various requirements for emailing a Word template for vendor remittances to those being paid via EFT. Over 350 employee vendor records were imported, as well as the accompanying EFT information.

The RSM team also developed integrations for two critical business systems: the Concur® expense system and the ADP payroll system. Concur captures employee expenses, which are then reimbursed for all locations via EFT payment through Dynamics GP. ADP is used for the outsourcing of payroll and the automatic integration processes of all general ledger (GL) journals related to payroll.
The critical data for these systems is now uploaded through a more streamlined integration to Dynamics GP, eliminating manual processes. Now, expense information generated from Concur quickly updates Dynamics GP. With RSM’s assistance, they are now able to email EFT remittance documents to employees and vendors as soon as payments are made, eliminating 1–2 hours of manual effort each week.

A revenue recognition project is also in progress that will significantly reduce manual effort that often totals up to 2–3 days per month.

Outcomes

This technology company’s Dynamics GP system implementation has resulted in several positive outcomes for the company. The benefits of the RSM project include:

- Taking advantage of the latest Dynamics GP release capabilities
- Providing local presence for ongoing support
- Eliminating manual entry from Concur to Dynamics GP
- Automating loading of ADP payroll data into the GL
- Enabling electronic payments and notifications to vendors
- Gaining efficiencies that save the company over 100 hours per year

Outcomes