

Case Study

Dynamics GP Web Client Gets Organization Back on its Feet After Disaster

We all believe the unthinkable won't happen to us

until it does.

Are you prepared?



The Organization

North Carolina Association of County Commissioners (NCACC) is "one of the most successful and active statewide local government associations in the nation." Over the last 110 years, it has built a rich history of serving all NC counties through advocacy, research, education and other services.

The Situation

Since 2000, NCACC has depended on Dynamics GP to handle its accounting. And, everything was running smoothly until one day in March 2017 when the unthinkable happened.

A fire broke out at a construction site next to the NCACC offices, leaving considerable damage in its wake. Luckily, the server running Dynamics GP was off-site. But, all the workstations used to access the system were water damaged and made useless, within a matter of minutes.

Imagine if this happened to your business, what would you do? Would you be able to continue operations? How would your employees get paid?

These were just a few of the questions running through the minds of NCACC's management team in the hours and days after the fire. Because it destroyed all computers with access to Dynamics GP, the only way they could finish payroll the week after the fire was to send the payroll manager to the server site. Once there, she had to stand in front of the server to run the payroll batch.

But, payroll wasn't the only issue. Whenever NCACC needed to access Dynamics GP for any reason, going directly to the server was the only option. As you can imagine, this was a real productivity killer for the accounting department. It didn't take long for them to realize they couldn't continue working this way.

The Solution

Less than two weeks after the fire, the NCACC IT department had Dynamics GP up and running on new hardware.

You might expect this is where the story ends, but it isn't.

Because the fire forced them to move to a new location where the Internet connection was just a little faster than dial up, getting their day-to-day work done was still causing the accounting team major headaches.

With productivity spiraling out of control, NCACC realized this too was only a temporary solution. They were in desperate need of something to help them get operations back on track. That's when they remembered an earlier discussion with the team at Intelligent Technologies, Inc. about an HTML5-based web client version of Microsoft Dynamics GP. What had once seemed like a nice add on for their accounting system was now a necessity because of the lower bandwidth and speed requirements associated with the use of HTML5-based web client version of Microsoft Dynamics GP.



About North Carolina Association of County Commissioners

Overview: The NCACC advocates for county government before the executive, legislative and judicial branches of state government.

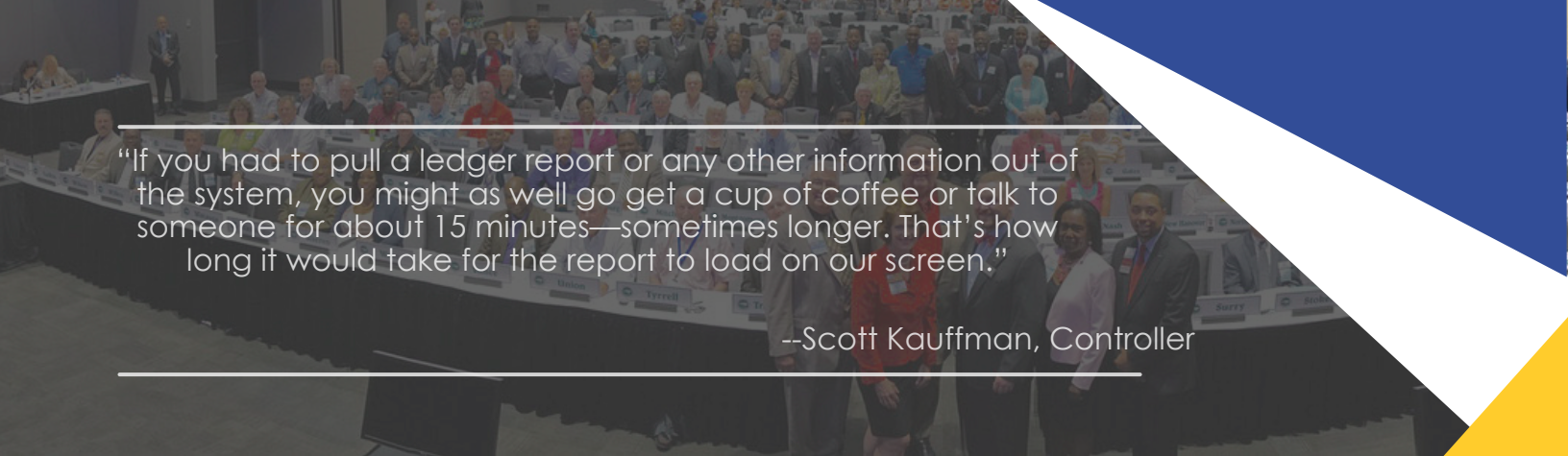
Employees: 42

Years in business: 110

Industry: Nonprofit

Vision: "Empowering 100 counties to work together for the betterment of one state."

Mission: "Our Association supports and promotes the well-being of all North Carolina counties through advocacy, education, research, and member services."



"If you had to pull a ledger report or any other information out of the system, you might as well go get a cup of coffee or talk to someone for about 15 minutes—sometimes longer. That's how long it would take for the report to load on our screen."

--Scott Kauffman, Controller

With it, they could be free from the constraints of only having Dynamics GP loaded on certain workstations. Instead, they would have access to it from any device. Finally, NCACC's accounting software would catch up with most of their other systems that had already made the transition to the cloud.

Once NCACC decided to move forward with the web platform, the expert team at Intelligent Technologies, Inc. went to work behind the scenes setting it up. The installation happened quickly and with no major hiccups along the way.

Migrating over to the HTML5-based web client was like flipping a switch. There was no downtime and the accounting department could finally access this critical system without depending on specific computers.

Benefits

Improved Disaster Preparedness

It's human nature, we all think horrible things won't happen to us. But, when you have a business to run and a group of people who depend on it for their livelihood, this mindset is dangerous.

If you were down for a day, a week, a month or longer, would you be able to pay your bills on time? Would you be able to send invoices, so you'd still have money coming in?

For NCACC and so many other businesses, these questions are answered the hard way.

Peace of mind to know your business will continue running in the face of disaster is probably the biggest benefit of the web client.

"If we were to experience another fire or someone stole all our PCs, even if we had to use our personal equipment, we could still get the job done and keep things moving."

--Scott Kauffman, Controller

Improved Mobility

Especially for organizations who value work life balance, having online access to your business management system can be a game changer. Because the GP web client allows NCACC employees to access the system outside of the office, they now can have the option to work from home or on the go when needed.

Studies show this improved flexibility not only increases productivity, but also boosts employee satisfaction, and reduces turnover.

Easier External Access

Like most nonprofits, NCACC must undergo a yearly audit. Having the GP web client at their disposal means if management chooses to, they can give external auditors remote access to the accounting system. That way, the auditors can spend less time on site, while still getting their job done.

Improved Collaboration

Before the web client, Dynamics GP only ran on a few staff members' computers. So, if a manager in another department had a question about the organization's financial results, they had to wait for someone with access to the system to run a report for them. The web client makes it possible to cut out the middleman and keeps everyone on the same page.